Torres Rojas, Genara FOI#14947

From: ttraverso@modernclean.com
Sent: Friday, May 23, 2014 2:05 PM
To: Duffy, Daniel
Cc: Torres Rojas, Genara; Van Duyne, Sheree; American, Heavyn-Leigh
Subject: Freedom of Information Online Request Form

Information:

First Name: Talehia
Last Name: Traverso
Company: Modern Facilities Services, Inc
Mailing Address 1: 733 Ridgedale Ave
Mailing Address 2:
City: East Hanover
State: NJ
Zip Code: 07054
Email Address: ttraverso@modernclean.com
Phone: 973-599-9393
Required copies of the records: Yes

List of specific record(s):
Current General Cleaning, Street Sweeping and Snow Removal Contract for John F. Kennedy International Airport to obtain information on the contract amount and term of contract

THE PORT AUTHORITY OF NY & NJ

FOI Administrator

November 21, 2014

Ms. Talehia Traverso
Modern Facilities Services, Inc.
733 Ridgedale Avenue
East hanover, NJ 07054

Re: Freedom of Information Reference No. 14947

Dear Ms. Traverso:

This is in response to your May 23, 2014 request, which has been processed under the Port Authority's Freedom of Information Code (the "Code"), for a copy of the current "General Cleaning, Street Sweeping and Snow Removal Contract for John F. Kennedy International Airport to obtain information on the contract amount and term of contract."

Material responsive to your request and available under the Code can be found on the Port Authority's website at http://www.panynj.gov/corporate-information/foi/14947-C.pdf. Paper copies of the available records are available upon request.

Certain portions of the material responsive to your request are exempt from disclosure pursuant to exemptions (1) and (4) of the Code.

Please refer to the above FOI reference number in any future correspondence relating to your request.

Very truly yours,

Daniel D. Duffy
FOI Administrator

225 Park Avenue South, 17th FL
New York, NY 10003
T: 212 435 3642 F: 212 435 7555

THE PORT AUTHORITY OF NY & NJ

Andrea Roitman
Director, Procurement

October 11, 2007

OVERNIGHT MAIL AND VIA FAX (201) 883-1212

Ricardo Lopez, Vice President, Chief Operating Officer
Cristi Cleaning Service Corp.
77 Trinity Place
Hackensack, NJ 17601

RE: GENERAL CLEANING AND MACHINE SWEEPING AT JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS; PROPOSAL # 13304; CONTRACT #460007000; PO #4500053946

Dear Mr. Lopez:

The Port Authority of New York and New Jersey ("The Port Authority" or "the Authority") hereby offers to enter into an agreement, as hereinafter set forth ("the Agreement") with Cristi Cleaning Service Corp., ("the Contractor") for the performance of the services under the above-referenced Contract.

The Agreement between the parties shall consist of the following, stated in order of precedence in case of conflict or inconsistency:

1. this Letter of Acceptance.

2. the Contractor's Best and Final Offer dated July 23, 2007 and faxed transmittal dated 8/29/07.

3. the Contractor's response to the Port Authority's Request for Clarification dated July 17, 2007.

4. the following sections of the Contractor's Proposal dated June 19, 2007: Section B - Executive Summary; Section F – Proposal which includes: Attachment B, Cost Proposal Form, Attachment C, Calculation of Hourly Rates, Staffing Plan, Management Plan/Approach, Supplemental Benefits, Retirement Plan; Section F.3.A., Technical Experience; Section F.3.C - Qualification Requirements of Key Personnel; Section F. 4. A. – Staffing Management; Section F.4.E – Identity Check/Background Cleaning.

One Madison Avenue, 7th Floor
New York, NY 10010
T: 212 435 3981

5. the Port Authority's Request for Proposal (RFP) entitled "General Cleaning and Sweeping at John F. Kennedy International Airport Parking Lots and Associated Areas" and Addendum #1 thereto issued by the Port Authority.

This Agreement shall be in effect for a three (3) year period commencing on November 1, 2007 and terminating on October 31, 2010 subject to earlier termination or extension as provided in the Agreement. For payment, invoicing and administrative purposes, Purchase Order #4500053946 will be assigned to the Contract.

If you are in agreement with the above, please indicate such agreement by signing the duplicate originals of this Letter of Acceptance below and returning both to the attention of Kathy Leslie Whelan, 7th Floor, at the above address. A copy is enclosed for your records.

Very truly yours,

The Port Authority of New York & New Jersey

By: _____
Title: Director of Procurement Department
Date: 10/19/07

Agreed:
Cristi Cleaning Service Corp

By: _____
Title: V.P.
Date: 10/15/07

07-24-07P12:06 RCVD

July 23, 2007

Ms. Kathy Leslie Whelan
Service Acquisition Manager
Purchasing Division
The Port Authority of NY & NJ
One Madison Avenue
New York, NY 10010

RE: GENERAL CLEANING AND MACHINE SWEEPING AT JOHN F. KENNEDY INTERNATIONAL AIRPORT – PROPOSAL #13304; REQUEST FOR BEST AND FINAL OFFER (BAFO)

Dear Ms. Whelan:

On behalf of Cristi Cleaning Service, I am pleased to inform you that after carefully revising our cost proposal, our Best and Final Offer remain the same. See Attachment B Part III in the proposal.

A.	Estimated Annual Contract Price First Year	$ 3,037,568.89
B.	Estimated Annual Contract Price Second Year	$ 3,037,568.89
C.	Estimated Annual Contract Price Third Year	$ 3,037.568.89
Total Estimated Contract Price Three (3) Years		$ 9,112,706.67

If we at Cristi Cleaning Service can be of any further assistance please contact us at (201) 883-1717. We look forward to hearing from you and taking part in the next phase of this procurement.

Sincerely,

Ricardo Lopez
Vice President

Cristi Cleaning Service Corp.
77 Trinity Place
Hackensack, NJ 07601
Tel (201) 883-1717 Fax (201) 883-1212
Email : cristi1@optonline.net

Facsimile Transmittal

To:	Kathy L. Whelan	From:	Alex Lucero
Fax:	212-435-3959	Date:	08/29/07
Tel:		Pages:-Cover sheet incl'd	2
Re:	Information Requested		

☐ Urgent ☑ For Review ☑ Please Comment ☐ Please Reply ☐ Please Update

General Cleaning and Machine Sweeping
At
JFK International Airport Parking Lots and Associates Areas.

BID #: 13304

All Cristi Cleaning Service Employees at JFK Parking Lots will receive the following increases:

Contract Requirement	Current Salary	1st Year	2nd Year	3rd Year
Cleaners	**Cleaner**	**Cleaner**	**Cleaner**	**Cleaner**
$11.64	$11.78	$11.96	$12.32	$12.69
Supervisor	**Supervisor**	**Supervisor**	**Supervisor**	**Supervisor**
$13.99	$14.25	$14.68	$15.12	$15.57
Sweeper Driver CDL	**Sweeper Driver CDL**	**Sweeper Driver CDL**	**Sweeper Driver CDL**	**Sweeper Driver CDL**
N/A	$13.13	$13.33	$13.73	$14.14
Mechanic	**Mechanic**	**Mechanic**	**Mechanic**	**Mechanic**
N/A	$13.13	$13.33	$13.73	$14.14

In terms of Benefits:

Current Benefits	New Contract Benefits
6 Holidays	6 Holidays
1 Week Vacation	2 Weeks Vacation
3 Sick Days	3 Sick Days
	1 Personal Day
	Simple IRA Manager/Supervisors

In terms of Cost to Port Authority, The Total Estimated Contract Price will remain the same as stipulated in the Best and Final Offer dated July 23, 2007.
Total Estimated Contract Price for Three (3) Years $9,112,706.67

Ricardo Lopez
Vice-President
Cristi Cleaning Service

08/29/07
Date

CRISTI CLEANING SERVICE
77 TRINITY PLACE
HACKENSACK, NJ 07601

Cristi

REQUEST FOR PROPOSAL

GENERAL CLEANING AND MACHINE SWEEPING

AT

JFK INTERNATIONAL AIRPORT
PARKING LOTS AND ASSOCIATED AREAS

NUMBER 13304

CLARIFICATIONS AND CONCERNS

RESPONSE

PRESENTED TO

THE PORT AUTHORITY OF NEW YORK AND NEW JERSEY

Cristi Cleaning

77 Trinity Place
Hackensack, NJ 07601

p: 201-883-1717
f: 201-883-1111

July 17, 2007

Kathy Leslie Whelan
Service Acquisition Manager
Purchasing Division
The Port Authority of NY & NJ
One Madison Avenue
New York, NY 10010

RE: PROPOSAL FOR GENERAL CLEANING AND MACHINE SWEEPING AT JOHN F KENNEDY INTERNATIONAL AIRPORT – PROPOSAL #13304; REQUEST FOR CLARIFICATIONS AND CONCERNS

Dear Ms. Whelan:

On behalf of Cristi Cleaning Service, I am pleased to respond to your letter dated July 12, 2007 concerning the above referenced proposal. We have addressed each area and all issues as listed. We hope the responses provided herein satisfy your request.

If we at Cristi Cleaning Service can be of any further assistance, please contact us at (201) 883-1717. We look forward to hearing from you and taking part in the next phase of this procurement.

Sincerely,

Ricardo Lopez
Vice President

CRISTI CLEANING SERVICE – CLARIFICATIONS AND CONCERNS

1. ***How did you arrive at your monthly lump sum? Please supply us with a detailed cost breakdown and submit a spreadsheet for verification including but not limited to labor hours, equipment costs, vehicles, materials, etc.***

Direct Labor	$ 154,680.85
Insurance and Taxes	$ 38,020.55
Paper Supplies	$ 1,262.35
Cleaning Supplies	$ 2,700.00
Equipment / Vehicle Repairs	$ 2,450.00
Gasoline	$ 10,400.00
Vehicle Insurance	$ 3,985.00
Uniforms	$ 2,170.00
Nextel	$ 180.00
Equipment / Vehicles	$ 10,148.57
Winter Gear	$ 500.00
Miscellaneous	$ 300.00
O/P	$ 12,701.55
Total	$ 239,498.87

All these figures are monthly.

2. ***When do your supplemental benefits go into effect (including but not limited to holiday, vacation, sick, health package)?***

The supplemental benefits are already in effect under current contract due to general labor agreement with Local 348.

3. ***Submit a listing of equipment and vehicle(s) that will be used for the performance of this Contract and a vehicle/equipment maintenance plan. Will this equipment be new? Include all model numbers and catalogue cuts.***

Enclosed please find spreadsheet of List of Equipment and Catalogues.

Maintenance Plan

Equipment Maintenance Plan:	Tennant Co. (Tennant Equipment)
Sweepers Maintenance Plan:	Empire Equipment (Elgin Sweepers)
Vehicle Maintenance:	Beyer Bros.
Light Maintenance and Repairs:	Mechanic on Duty

4. ***Your proposal stated that you would pursue contracting services from qualified firms for supplies and services. No actual Plan was submitted, Clarify what firms you plan on utilizing with applicable certification, dollar amount, type of service, schedule of service, percentage against the total contract***

Empire Equipment	Maintenance and Repairs of Sweepers	$1,750.00
Sun Rock Tires	Vehicle Tires	$ 200.00
IdleWild	Communication	$ 75.00
John Earl Co.	Cleaning Supplies	$2,500.00
Chief Equipment	Snow Equipment	$ 795.00

All these figures are monthly.

- Please see attached Letters and Certifications
- Percentage against the total contract is 2.2%

5. ***How do you handle your quality control program and who will be responsible for this program?***

Our quality control program is part of the Resident Manager and Supervisors responsibilities and directly supervised by Mr. Ricardo Lopez, Vice President of Cristi Cleaning Service with frequent visits to the JFK Site.
In our Request Proposal we extensible explained Quality Control Policies, Procedures and System (Pages 32-33-34)

6. ***What uniforms are you proposing for the winter vs. summer seasons?***

Uniforms for Winter:

- Hooded Insulated Parkas
- Gloves
- Rain Coats
- Waterproof Boots
- Winter Hats (Scully)

Uniforms for Summer

- Short Sleeve Shirts
- Short Sleeve T-Shirts with Company Logo
- Hats

7. ***Please explain your plan for covering cleaner meal breaks, relief, illness, vacation and other absences***

Meal Break Relief will be covered by 2 Lunch Relief Cleaners covering the "B" and "C" Tour 7 days a week. Cristi has developed thru the years of service at JFK a pool of more than 30 employees on call that we are using for illness, vacation and other absences.

8. ***Please explain your plan for covering supervisor meal breaks, relief, illness, vacation and other absences***

Cristi has an extra supervisor approved by PA to cover for illness, vacation and other absences. Meal break relief for supervisors is not applicable.

9. ***Please provide us with your self- assessment plan with respect to the specified average wages, health and other supplemental benefits. Refer to 13, section 4 of the Information for Proposers***

Cristi Self-Assessment Plan

On a monthly basis, we will produce the attached sample wage and benefit statement. The statement and supporting documentation will ensure compliance with the wage and health supplemental benefits as per the contract. Should we, for any reason, be found delinquent and/or responsible for having underpaid any employee as pertains to wages, benefits, pension plans, or other employee incentive programs, we would immediately increase each affected employee's salary a pro-rated amount in order to cover the deficiency. This would be in addition to any increase(s) mandated by law and would continue until each affected employee has received the full benefits due to him or her. Our is a company with highly dedicated employees and we take great care to ensure that all pay and benefits are at or above those mandated by relevant laws and regulations.

10. ***Please expand on your Employee Motivation and Incentive Program***

Cristi will implement a program for award, bonuses and recognition for the employees. This program will include, as a minimum, attitude, appearance and knowledge, but we will also take into consideration the following items:

- Attendance
- Punctuality
- Neatness
- Quality
- Productivity
- Safety
- Teamwork
- Training participation

Awards and bonuses for superior customer service may be presented to:

- Employee of the month
- Crew of the month
- Employee of the year

This award, bonus and recognition program allows us to reward employees who represent not only Cristi Cleaning Service, but also the Port Authority in the best possible light to the travelers and visitors who will pass through J.F.K. International Airport.

11. ***On page 14, Section 4 of the Information for Proposers, the Port Authority requested a plan to compensate employees in terms of wages and benefits and how it intends to adjust wages and benefits during the contract period. How will you accomplish this by not proposing an increase in years two and three of the contract term?***

All Cristi Employees at JFK will receive the following increases:

Contract Requirement	Current Salary	1st Year	2nd Year	3rd Year
Cleaners	**Cleaner**	**Cleaner**	**Cleaner**	**Cleaner**
$11.64	$11.78	$11.96	$11.96	$12.13
Supervisor	**Supervisor**	**Supervisor**	**Supervisor**	**Supervisor**
$13.99	$14.25	$14.68	$14.68	$14.90

In term of Benefits:

Current Benefits	New Contract
6 Holidays	6 Holidays
1 Week Vacation	2 Weeks Vacation
3 Sick Days	3 Sick Days
	1 Personal Day
	Simple IRA Manager/Supervisors

12. ***What type of communication equipment are you proposing to utilize for communications with the Port Authority Staff?***

Cristi has a Motorola Two Way Radios System:

- 10 Radios SP50
- 4 Radios SP 200
- 1 Radio SP 200 Provided to the Port Authority Contract Services

We use this system to communicate with Port Authority Manager.
Cristi Supervisors will have a Nextel Phone / Radio with numbers provided to Port Authority.

13. Submit a plan for extended snow coverage, where a storm may last multiple days

Contract Service developed a Guide for staffing during snow emergencies.

Stand-By-Call:	Icing conditions and snow amounts up to 1 inch
Staffing:	1 Supervisor, 5 Cleaners, 1 Equipment Specialist
Alert 1 Call:	1 to 2 inches of snow
Staffing:	1 Supervisor, 12 Cleaners, 1 Equipment Specialist
Alert 2 Call:	2 to 4 inches of snow
Staffing:	2 Supervisors, 18 Cleaners, 1 Equipment Specialist
Alert 3 Call:	Over 4 inches of snow.
Staffing:	2 Supervisors, 24 Cleaners, 1 Equipment Specialist

Cristi has developed thru the years of service at JFK a pool of more than 30 employees on call that we are using for snow removal.

1. All Supervisors are to be fully aware of the snow plan.
2. All Supervisors will have access to call in lists.
3. All Supervisors should have the authority to immediately hold staff already at facility until snow staff arrive.
4. Call Cristi Cleaning Service employees on over time basis (if applicable), who have signed an agreement list
5. Retain workers on any present shift on over time basis (if applicable)
6. Call in all off duty supervisors. Inform main office immediately
   - All supervisors will create a list of 4 names minimum and telephone numbers (no CCS employees) to help Managers with the number of personnel for snow call at any given time.

14. You have included on the Calculation of Hourly Rate form for the Health Benefit an hourly rate of $1.875. Is this fee consistent with the union that is currently on site?

Yes, the fee is consistent with the Union that is currently on site

15. ***Do you intend to maintain a stock of consumables and spare parts for your Vehicles and snow equipment at the facility? If so have you determined stock levels? If you are not planning on maintaining such stocks as discussed above how will you obtain the parts on weekend and holidays as well as after normal business hours?***

Yes, we have a stock of consumables and spare parts for our vehicles and snow equipment and we will continue with this practice. The manager of the facility has created a flexible stock levels. According to history of usage and breakdown.

Cleaning Equipment

- One (1) portable high temperature / high pressure gas powered power washer (3000 psi min.) **Used**
- One (1) Ghatt Model TT473 Tandem Trailer or Port Authority approved equal with 475gallon tank, 5 gpm at 2,000 psi. **Used**
- Aluminum breakdown scaffolding capable of reaching twelve (12) feet with toe boards and safety rails. OSHA approved. **Used**
- Three hundred (300) feet of high pressure discharge hose **Used**
- One (1) twenty (20) foot extension ladder, one (1) ten (10) foot folding ladder, one (1) six (6) foot folding ladder and one (1) three (3) foot folding ladder. OSHA approved **New**
- A minimum of twenty four (24) paper pickers **New**
- A minimum of six (6) street brooms, six (6) spring rakes and six (6) flat shovels **New**
- Fifteen (15) fifty five (55) gallon trash containers with wheels **New**
- Thirty two (32) ounce mope heads **New**
- Six (6) buckets. **New**
- Six (6) fifteen (15) foot telescoping poles **New**
- Six (6) squeegees for glass cleaning **New**
- Two (2) Billy Goat gas powered walk behind vacuums **Used**
- Assorted cotton rags **New**
- Ten (10) pick up pans and toys brooms **New**

Snow Removal Equipment

- Ten (10) two stage snow blowers **Used**
- Two (2) walk behind Gravely or Port Authority approved equal self-propelled pusher plows **New**
- Twelve (12) rubber tire rotary spreaders with deflector shields-100 pound capacity **New**
- Fifteen (15) ice choppers **New**
- Fifteen (15) snow shovels **New**
- Grass Cutting Equipment **Used**
- One (1) 36" self propelled mulching lawnmower **Used**
- Two (2) Red Max String Trimmers Model BC-2600 or Port Authority approved equal **New**
- Two 92) gas powered leaf blowers **New**

Vehicles

- Four (4) six (6) person pick up trucks with a rotating beacon and power lift tailgate (1500 pound capacity) with towing capabilities appropriate for the equipment described herein. **3 New / 1 Used**
- One (1) fifteen (15) passenger van **Used**
- One(1)Elgin Air Cub Vacuum Sweeper **Used**
- One(1) Tennant 550 or Port Authority **Used**
- One(1) seven (7) passenger minivan **Used**
- Four (4) Tennant Model 810 Sweepers **2 New/ 2 Used**
- One (1) four (4) wheel drive pick up truck with power lift tailgate (1500 pound capacity) and removable snow plow **New**
- One(1) Series F Elgin Eagle Rear Broom machine Sweeper **Used**

Extra Equipment / Vehicle Available (Owned by Cristi)

- One (1) Elgin Air Cub Vacuum Sweeper
- One (1) Series F Elgin Eagle rear broom machine sweeper
- One (1) Six (6) person pick up truck

EMPIRE MUNICIPAL EQUIPMENT, LLC
PO BOX 312 * WHITE PLAINS, NY 10601
(914) 232-5066

July 13, 2007

Cristi Cleaning Service
204 Patterson Plank Road
Union City, NJ 07087

George,

Please be advised that Empire Municipal Equipment, LLC is a full service authorized dealership representing sales, parts and service support for Elgin Sweeper Company in New York City, Westchester County and Putnam County. We also represent other manufacturers in the refuse and environmental products industries in the same geographic area and including Rockland County, Orange County, Ulster County, Sullivan County and Dutchess County.

Empire Municipal Equipment is a small business concern as defined in accordance with Article 11 of the New York State Finance Law in that we:

- Employ 100 or fewer persons
- Is resident in New York State
- Is independently owned and operated
- Is not dominant in its field

Please feel free to call with any questions.

Regards,

Jerome A. Cope
Sales Manager

JON S. CORZINE
Governor

Virginia Bauer
Chief Executive Officer/Secretary

APPROVED

by the
NEW JERSEY COMMERCE & ECONOMIC GROWTH COMMISSION
OFFICE OF DEVELOPMENT FOR SMALL BUSINESS
AND WOMEN AND MINORITY BUSINESSES
under the
Small Business Set-Aside Act

This certificate acknowledges **JOHN A EARL INC** as a **Category 2 & 5** approved Small Business Enterprise that has met the criteria established by N.J.A.C.12A:10, N.J.A.C.12A:10A (N.J.A.C.17:13).

This approval will remain in effect for one year. This office must be notified within 20 days of any material changes in the business that affect ownership and control. **Failure to do so may result in an immediate revocation of this approval.**

Nina E. Moseley

Nina E. Moseley
Director

Certification Number: 35117-25

Issued: June 9, 2007

Expiration: June 8, 2008

For Example Only

Cristi Cleaning Service Corp
JFK International Airport - Parking Lots
Wage and Benefit Statement
June 1st 2007 to June 30th 2007

	Regular Workers	Supervisors	Managers
Wages			
Straight-Time Wages	$0.00	$0.00	$0.00
Supplemental Benefits			
Sick,Vacation and Holiday	0.00	0.00	0.00
Health/Welfare	0.00	0.00	0.00
Union Dues		0.00	0.00
Wages & Supplemental Benefits Combined	$0.00	$0.00	$0.00
Hours	0.00	0.00	0.00
Calculated Average Hourly Wages & Supplemental Benefits	0.00	0.00	0.00
Contract Requirements	11.96	14.68	
Differential	($11.96)	($14.68)	
Amount due	$0.00	$0.00	

PROJECT WORK YEAR 2007

	1ST WK	2ND WK	3RD WK	4TH WK	5TH WK	6TH WK	7TH WK	8TH WK	9TH WK	10TH WK	11TH WK	12THWK
36X GREEN LOT	4/2/2007	4/10/2007	4/17/2007	4/23/2007	5/1/2007	5/7/2007	5/14/2007	5/21/2007	5/29/2007	5/14/2007	6/11/2007	6/18/2007
36X BLUE LOT	5-Apr	4/11/2007	4/16/2007	4/24/2007	4/30/2007	5/8/2007	5/15/2007	5/22/2007	5/28/2007	5/15/2007	6/12/2007	6/19/2007
36X YELLOW LOT	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
36X ORANGE LOT	4/3/2007	4/9/2007	4/18/2007	4/26/2007	5/3/2007	5/10/2007	5/17/2007	5/26/2007	6/1/2007	5/17/2007	6/14/2007	6/21/2007
36X RED LOT	4/6/2007	4/12/2007	4/19/2007	4/25/2007	6/2/2007	6/11/2007	5/18/2007	5/24/2007	5/31/2007	5/18/2007	6/16/2007	6/22/2007
36X LONG TERM LOT	4/3/2007	4/9/2007	4/20/2007	4/27/2007	5/4/2007	5/11/2007	5/18/2007	5/21/2007	6/1/2007	5/18/2007	614-	6/21/2007
36X CENTRAL TAXI HOLD LOT	4/4/2007	4/13/2007	4/20/2007	4/27/2007	5/4/2007	5/9/2007	5/16/2007	5/23/2007	5/30/2007	5/16/2007	6/13/2007	6/20/2007
36X LOT 7	4/6/2007	4/13/2007	4/18/2007	4/26/2007	5/3/2007	5/10/2007	5/18/2007	5/23/2007	5/30/2007	5/18/2007	6/13/2007	6/20/2007

	13TH WK	14TH WK	15TH WK	16TH WK	17TH WK	18TH WK	19TH WK	20TH WK	21ST WK	22ND WK	23RD WK	24RD WK
36X GREEN LOT	6/25/2007	7/2/2007	7/9/2007									
36X BLUE LOT	6/26/2007	7/3/2007	7/10/2007									
36X YELLOW LOT	CLOSED	CLOSED	CLOSED									
36X ORANGE LOT	6/29/2007	7/5/2007	7/13/2007									
36X RED LOT	29-Jun	7/6/2007	7/13/2007									
36X LONG TERM LOT	6/28/2007	7/5/2007	7/12/2007									
36X CENTRAL TAXI HOLD LOT	6/27/2007	7/4/2007	7/11/2007									
36X LOT 7	6/28/2007	7/6/2007	7/11/2007									

	25TH WK	26TH WK	27TH WK	28TH WK	29TH WK	30TH WK	31ST WK	32ND WK	33RD WK	34TH WK	35TH WK	36TH WK
36X GREEN LOT												
36X BLUE LOT												
36X YELLOW LOT												
36X ORANGE LOT												
36X RED LOT												
36X LONG TERM LOT												
36X CENTRAL TAXI HOLD LOT												
36X LOT 7												

GRASS & WEED CUTTING

(MARCH 15TH TO NOVEMBER 15TH)

	1ST WK	2ND WK	3RD WK	4RD WK	5TH WK	6TH WK	7TH WK	8TH WK	9TH WK	10TH WK	11TH WK	12TH WK
32X LOT 7	4/18/2007	4/23/2007	4/30/2007	5/7/2007	5/15/2007	5/21/2007	5/29/2007	6/5/2007	6/11/2007	6/19/2007	6/25/2007	7/2/2007
32X LOT 8	4/18/2007	4/23/2007	5/1/2007	5/7/2007	5/15/2007	5/21/2007	5/29/2007	6/5/2007	6/11/2007	6/19/2007	6/25/2007	7/2/2007
32X LOT 8A	4/18/2007	4/23/2007	5/1/2007	5/7/2007	5/15/2007	5/21/2007	5/29/2007	6/5/2007	6/11/2007	6/21/2007	6/25/2007	7/2/2007
32X LOT 9 LONG TERM	4/19/2007	4/25/2007	5/2/2007	5/8/2007	5/14/2007	5/22/2007	5/30/2007	6/6/2007	6/12/2007	6/18/2007	6/26/2007	7/3/2007
32X LOT 9A	4/17/2007	4/25/2007	5/1/2007	5/8/2007	5/16/2007	5/22/2007	5/30/2007	6/6/2007	6/12/2007	6/21/2007	6/29/2007	7/3/2007
32X CENTRAL TAXI HOLD	4/17/2007	4/26/2007	5/3/2007	5/9/2007	5/17/2007	5/25/2007	5/30/2007	6/6/2007	6/15/2007	6/22/2007	6/29/2007	7/5/2007
32X BLUE LOT	4/16/2007	4/26/2007	5/3/2007	5/10/2007	5/16/2007	5/24/2007	5/31/2007	6/4/2007	6/14/2007	6/22/2007	6/28/2007	7/5/2007
32X YELLOW LOT	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
32X ORANGE LOT	4/16/2007	4/30/2007	5/3/2007	5/11/2007	5/18/2007	5/23/2007	6/1/2007	6/4/2007	6/13/2007	6/20/2007	6/27/2007	7/6/2007
32X HOWARD BEACH SUBWAY	4/20/2007	4/30/2007	5/2/2007	6/9/2007	5/14/2007	5/25/2007	6/1/2007	6/7/2007	6/13/2007	6/18/2007	6/26/2007	7/6/2007

	13TH WK	14TH WK	15TH WK	16TH WK	17TH WK	18TH WK	19TH WK	20TH WK	21ST WK	22ND WK	23RD WK	24RD WK
32X LOT7	7/11/2007											
32X LOT 8	7/11/2007											
32X LOT 8A	7/11/2007											
32X LOT 9 LONG TERM	7/10/2007											
32X LOT 9A	7/10/2007											
32X CENTRAL TAXI HOLD	7/12/2007											
32X BLUE LOT	7/13/2007											
32X YELLOW LOT	CLOSED											
32X ORANGE LOT	7/13/2007											
32X HOWARD BEACH SUBWAY	7/10/2007											

	25TH WK	26TH WK	27TH WK	28TH WK	29TH WK	30TH WK	31ST WK	32ND WK
32X LOT 7								
32X LOT8								
32X LOT 8A								
32X LOT 9 LONG TERM								
32X LOT 9A								
32X CENTRAL TAXI HOLD								
32X BLUE LOT								
32X YELLOW LOT								
32X ORANGE LOT								
32X HOWARD BEACH SUBWAY								

STAINLESS STEEL CLEANING

(MARCH TO NOVEMBER)

	1ST WK	2ND WK	3RD WK	4RD WK	5TH WK	6TH WK	7TH WK	8TH WK
16X RED LOT	4/18/2007	5/2/2007	6/1/2007	6/12/2007	6/27/2007	7/11/2007		
16X GREEN LOT	4/16/2007	4/30/2007	5/31/2007	6/11/2007	6/26/2007	7/10/2007		
16X BLUE LOT	4/17/2007	5/1/2007	5/29/2007	6/13/2007	6/25/2007	7/9/2007		
16X YELLOW LOT	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
16X ORANGE LOT	4/19/2007	4/27/2007	5/31/2007	6/12/2007	6/26/2007	7/10/2007		
16X TAXI DISPATCH BOOTS	4/19/2007	5/4/2007	5/30/2007	6/15/2007	6/28/2007	7/12/2007		
16X CENTRAL TAXI HOLD	4/20/2007	5/4/2007	5/30/2007	6/15/2007	6/28/2007	7/12/2007		

	9TH WK	10TH WK	11TH WK	12TH WK	13TH WK	14TH WK	15TH WK	16TH WK
16X RED LOT								
16X GREEN LOT								
16X BLUE LOT								
16X YELLOW LOT								
16X ORANGE LOT								
16X TAXI DISPATCH BOOTS								
16X CENTRAL TAXI HOLD								

DEGREASING TOLL LANES

(MARCH TO NOVEMBER)

	1ST WK	2ND WK	3RD WK	4TH WK	5TH WK	6TH WK
6X EMPLY LOT ENT & EXT	4/13/2007	5/25/2007	6/21/2007			
6X BLUE LOT TOLL LANES	4/10/2007	5/21/2007	6/18/2007			
6X YELLOW LOT TOLL LANES	CLOSED	CLOSED	CLOSED			
6X ORANGE LOT TOLL LANES	4/12/2007	5/24/2007	6/20/2007			
6X RED LOT TOLL LANES	4/11/2007	5/23/2007	20-Jun			
6X GREEN LOT TOLL LANES	4/9/2007	5/22/2007	6/19/2007			
6X LONG TERM TOLL LANES	4/13/2007	5/25/2007	6/22/2007			
6X LOT 7 TOLL LANES	4/12/2007	5/23/2007	6/19/2007			
6X TAXI HOLD BOOTH LANES	3/28/2007	5/24/2007	6/21/2007			
6X TAXI HOLD ALL LANES	5/8/2007	6/14/2007				

POWER WASHING

(MARCH TO NOVEMBER)

	1ST WK	2ND WK	3RD	4TH WK	5TH WK	6TH WK	7TH WK	8TH WK	9TH WK	10TH WK	11TH WK	12TH WK
6X BLUE LOT ALL CRT S/F	4/5/2007	6/5/2007	7/6/2007									
6X BL LOT ELEVATOR PADS 1-5	3/28/2007	5/7/2007	6/4/2007	7/2/2007								
6X BLUE LOT GARAGE CRT S/F	3/28/2007	5/7/2007	6/4/2007	7/2/2007								
4X BL LOT E/G EMGCY STAIRS	5/14/2007											
6X YELLOW LOT CRT S/F	CLOSED	CLOSED	CLOSED									
6X ORANGE & GRGE LOT CRT S/F	4/2/2007	5/11/2007	7/4/2007									
6X GREEN LOT & GARAGE CRT	3/29/2007	6/5/2007	7/5/2007									
6X RED LOT CRT S/F	4/4/2007	6-Jun	4-Jul									
6X LONG TERM LOT 9 CRT S/F	4/3/2007	5/10/2007	7/5/2007									
2X LOTS 8, 8A & 9A CRT S/F	4/8/2007											
4X (31 PUBLIC BUS STOP LC)	4/23/2007	6/7/2007										
9X TAXI HOLD LOT CRT S/F	3/28/2007	4/26/2007	5/8/2007	6/8/2007	7/3/2007							
2X T.H. DPTCHER MEN'S ROOM	4/24/2007											
12X T.H LVTORIES MEN & LADIES	3/27/2007	4/26/2007	5/8/2007	6/5/2007	7/3/2007							

POWER WASHING BETWEEN 12:00AM AND 5:00AM

(MARCH TO NOVEMBER)

	1ST WK	2ND WK	3RD WK	4TH WK	5TH WK	6ST WK	7TH WK	8TH WK	9TH WK
2X GREEN LOT CANOPIES UNDERSIDE	5/16/2007								
2X BLUE LOT CANOPIES UNDERSIDE	5/15/2007								
2X YELLOW LOT CANOPIES UNDERSIDE	CLOSED								
2X ORANGE LOT CANOPIES UNDERSIDE	5/14/2007								
2X RED LOT CANOPIES UNDERSIDE	5/16/2007								
2X LONGTERM LOT 9 CANOPIES UNDERSIDE	5/17/2007								
2X BUS STOPS IN LOTS 8, 8A & 9A CCRET	4/25/2007								
6X BUS STOPS IN LOT 9 CONCRETE	3/30/2007	6/29/2007							
9X H. BEACH SUBWAY STATION CONCRETE	XXXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX

PROJECT WORK CONCLUSION

Quality Control
Inspection Sheet

Supervisor's Name: _____ Time:_____ Date:_____

Routine Cleaning
Policing

Areas	Pass	Fail	Comments
Air Train Station			
CNG Station			
Bus Hold Area			
Bldg 83			
Bldg 84			
Bldg 86			
Bldg 87 N			
Bldg 87 C			
Bldg 87 S			
Employee Lot 8			
Bow Tie 1			
Bow Tie 2			
Parking Lots 7 & 7A			
Long Term Lot #9			
Orange Lot and Upper Level			
Green Lot and Garage			
Red Lot and Garage			
Blue Lot and Garage			
Yellow Lot and Garage			
Limo Hold Area			
Taxi Hold Area			

Quality Control
Inspection Sheet

Supervisor's Name: _____ Time:_____ Date:_____

Machine Sweeping
Afternoon Machine Sweeping

Areas	Pass	Fail	Comments
Air Train Station			
Limo Hold Area			
Taxi Hold Area			
CNG Station			
Bus Hold Area			
Bldg 83			
Bldg 84			
Bldg 86			
Bldg 87 N			
Bldg 87 C			
Bldg 87 S			
Employee Lot 8			

QualityControl
Inspection Sheet

Supervisor's Name: _____ Time: _____ Date: _____

Machine Sweeping

Night Machine Sweeping

Areas	Pass	Fail	Comments
Orange Lot and Upper Level			
Green Lot and Garage			
Red Lot and Garage			
Blue Lot and Garage			
Yellow Lot and Garage			
Long Term Lot #9			

Night Garage Sweeping (Tennant Sweeper)

Areas	Pass	Fail	Comments
Green Garage			
Blue Garage			
Red Garage			
Yellow Garage			

Quality Control
Inspection Sheet

Supervisor's Name: _____ Time:_____ Date:_____

Night Litter Patrol

Areas	Pass	Fail	Comments
Air Train Station			
Limo Hold Area			
CNG Station			
Bus Hold Area			
Bldg 83			
Bldg 84			
Bldg 86			
Bldg 87 N			
Bldg 87 C			
Bldg 87 S			
Blue Lot and Garage			
Yellow Lot and Garage			
Green Lot and Garage			
Red Lot and Garage			
Employee Lot 8			
Long Term Lot #9			
Orange Lot and Upper Level			

Quality Control
Inspection Sheet

Supervisor's Name: _____ Time:_____ Date:_____

Through Cleaning of Garage and Toll Plaza Access

Garage Emergency Stairwells

Areas	Pass	Fail	Comments
Blue Lot			
Orange Lot			
Green Lot			
Red Lot			
Yellow Lot			

Toll Plaza and Taxi Dispatch Lavatories

Areas	Pass	Fail	Comments
Yellow Lot			
Orange Lot			
Red Lot			
Green Lot			
Blue Lot			
Taxi Hold Dispatchers Bldg.			
Long Term Lot			

Quality Control
Inspection Sheet

Supervisor's Name: _____ Time:_____ Date:_____

Through Cleaning of Garage and Toll Plaza Access
Guard Booths and Toll Booths

Areas	Pass	Fail	Comments
Orange Lot			
Guard Booths			
Tower Guard Booths			
Yellow Lot			
Red Lot			
Green Lot			
Blue Lot			
Taxi Hold			
Lot 7			
Lot 7A			
Taxi Booths			
Lot 9			

Quality Control
Inspection Sheet

Supervisor's Name: _____ Time:_____ Date:_____

Periodic Work
Bus Shelters

Areas	Operation	Pass	Fail	Comments
Outside Lots	Wash and Rinse			
Red Lot Shelters	Wash and Rinse			
Green Lot / Garage Shelters	Wash and Rinse			
Bus Shelters Lot 8	Wash and Rinse			
Bus Shelters Lot 9	Wash and Rinse			

Exterior Lavatory Walls

Areas	Operation	Pass	Fail	Comments
Orange Lot	Wash, Rinse, Polish			
Yellow Lot	Wash, Rinse, Polish			
Red Lot	Wash, Rinse, Polish			
Green Lot	Wash, Rinse, Polish			
Blue Lot (incl. substation)	Wash, Rinse, Polish			
All Toll Booths in Parking Lots	Wash, Rinse, Polish			
Central Taxi Hold Booth	Wash, Rinse, Polish			
CTA Taxi Dispatch Booth	Wash, Rinse, Polish			
Long Term Lot # 9	Wash, Rinse, Polish			

Quality Control
Inspection Sheet

Supervisor's Name: _____ Time:_____ Date:_____

Periodic Work
Power Washing

Areas	Operation	Pass	Fail	Comments
Blue Lot, all toll booth islands and sidewalks	High Temp Pressure Wash			
Blue Parking Garage, all concrete surfaces and helix sidewalk	High Temp Pressure Wash			
Elevator waiting pads	High Temp Pressure Wash			
Emergency Stairs	High Temp Pressure Wash			
Yellow Parking Lot, all toll booths islands, sidewalks, staircases wheelchair and helix ramps	High Temp Pressure Wash			
Green Parking Lot, all toll booths islands, sidewalks, staircases wheelchair and helix ramps	High Temp Pressure Wash			
Orange Parking Lot, all toll booths islands, sidewalks, staircases wheelchair and helix ramps	High Temp Pressure Wash			
Red Parking Lot, all toll boths islands and sidewalks	High Temp Pressure Wash			

Quality Control
Inspection Sheet

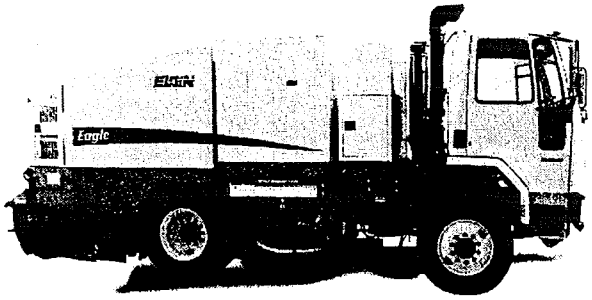
Supervisor's Name: _____ Time:_____ Date:_____

Periodic Work

Power Washing

Areas	Operation	Pass	Fail	Comments
Central Taxi Hold Lot all concrete surfaces	High Temp Pressure Wash			
Central Taxi Hold Lot Lavatories, concrete surfaces	High Temp Pressure Wash			
Central Taxi Hold Lot Service Bldg. Exteriors	High Temp Pressure Wash			
Employee Lot 8: all exit and entrance islands and bus pads	High Temp Pressure Wash			
Employee Lot 9: all exit and entrance islands and bus pads	High Temp Pressure Wash			
All Toll Plaza Canopies	High Temp Pressure Wash			
Lot 9 and Train Station, waiting area and bus stop	High Temp Pressure Wash			
Central Taxi Hold Mens Room Dispatchers Bldg. interior	High Temp Pressure Wash			
Bus Stop Pads 31 locations	High Temp Pressure Wash			
Blue, Green, Red, Orange and Yellow lots, lots 7, 9 and Taxi Hold	Hose and Rinse			

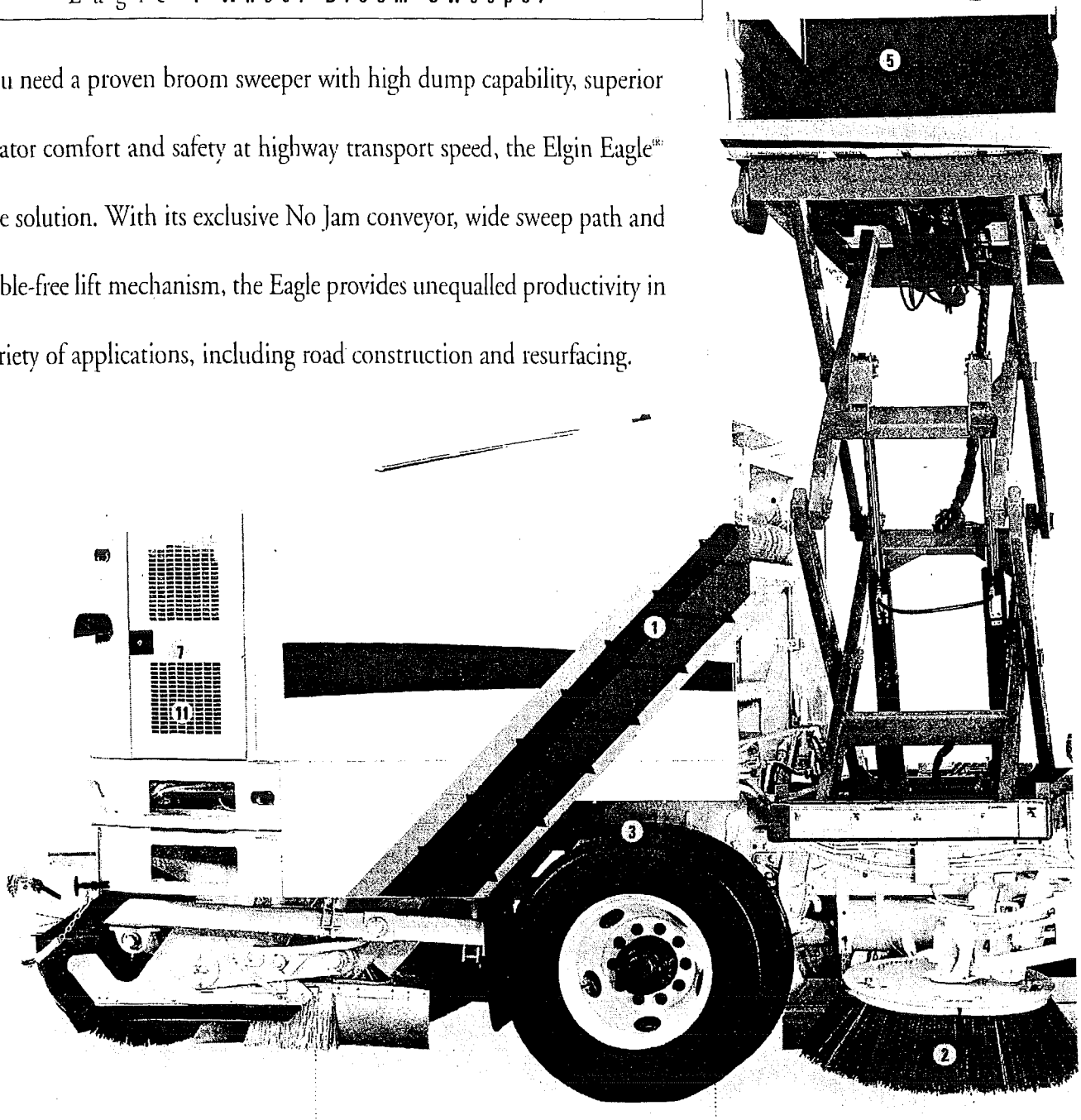
ELGIN


ELGIN
Eagle

ELGIN Eagle

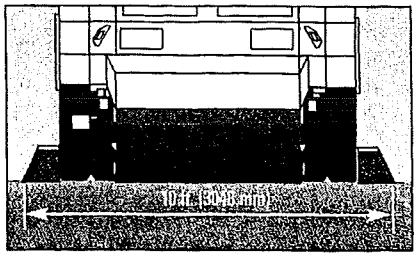
Eagle 4 Wheel Broom Sweeper

If you need a proven broom sweeper with high dump capability, superior operator comfort and safety at highway transport speed, the Elgin Eagle® is the solution. With its exclusive No Jam conveyor, wide sweep path and trouble-free lift mechanism, the Eagle provides unequalled productivity in a variety of applications, including road construction and resurfacing.



1 No Jam Debris Conveyor
Features molded-in full-width cleats that move large debris without jamming. High-strength belt material provides long wear and maximum uptime. Controlled from cab, including reverse. Built-in washdown for quick, easy cleanup.

2 Wide Sweeping Path
Hydraulically-driven main and side brooms create wide 10 ft. (3048 mm) sweeping path for maximum productivity.



3 Patented Air Bag Suspension
Provides fully sprung rear axle for transpo comfort, plus solid axle for superior swee ing and stable dumping operations.

4 Fully-Sprung Side Brooms
Exclusive trailing arm design and four-wa spring mounted movement (side-to-side, up-and-down) minimize broom damage while maximizing surface contact and efficiency. Large 42 in. (1067 mm) broom provide maximum digging power.

Variable High Dump Hopper
Unloads at any point from chassis level to 10 ft. (3048 mm). Hopper lifts on trouble-free, twin hydraulic cylinder, dual stage mechanism. Center position keeps weight between dual tires during dumping operations and maintains proper weight distribution as sweeper loads. Load is clearly visible through Lexan window.

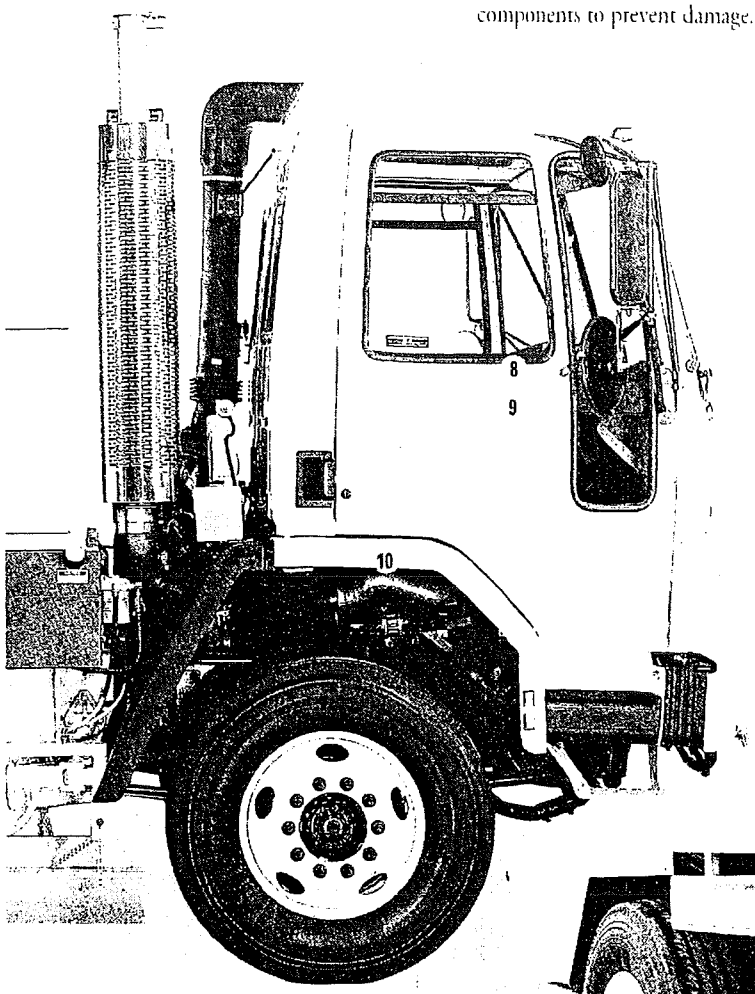
8 Easy In-Cab Operation
Center-mounted console provides access to all sweeper controls from either driving position. Includes hopper, conveyor, rear suspension, adjustable water and broom controls, plus full load indicator. Broom speed, conveyor speed and digging pressure are adjustable independently of truck RPM. Reverse gear automatically raises sweeping components to prevent damage.

9 Minimal Noise Levels
Cab, chassis and sweeping system designed for low in-cab and drive-by noise levels, providing maximum operator comfort and safety.

10 Proven Cab-Over Chassis
High visibility commercial-grade cab dualized with genuine OEM parts. Fully sprung chassis minimizes rough road conditions and maximizes operator comfort and control. Complies with FMVSS standards.

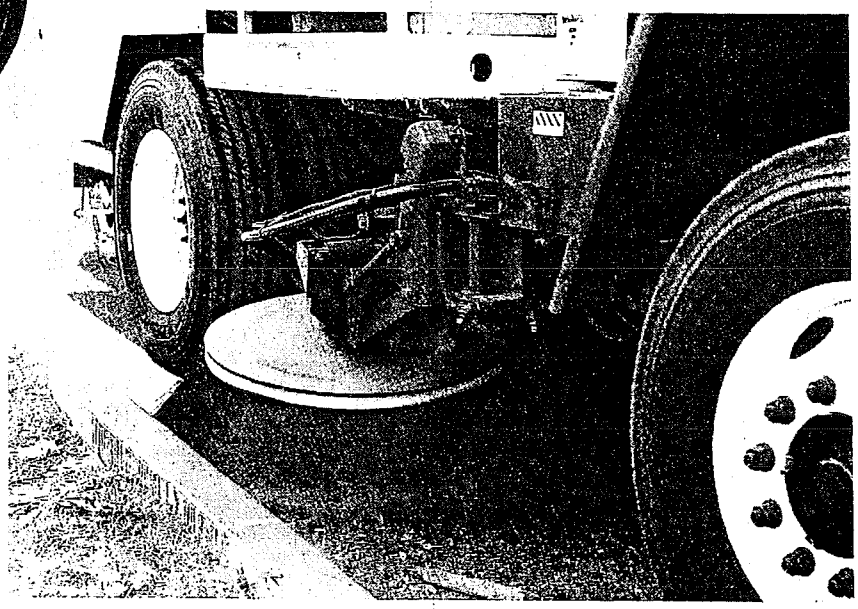
11 Helpful Maintenance Features
Four access doors (with locks) open wide for easy access to all sweep system components and auxiliary engine. Built-in steps and steel service platform provide stable work surfaces.

Corrosion-Resistant Water System
Minimizes dust generation by spraying directly at the source. Large 280 gallon (1060 L) capacity maximizes sweeping time. System includes long-life run-dry pump, polyethylene tanks, brass fittings and nozzles, and anti-syphon fill.



High Capacity Tool Box
Lockable 23 in. W x 30 in. H x 74 in. D (584 mm W x 762 mm H x 1880 mm D) box safely carries and stores your tools, including shovels and rakes.

Dual Diesel Engine Design
Powerful yet economical performance. Dedicated sweep system engine produces superior digging at required ground speed. Truck engine RPM or ground speed do not affect broom or conveyor speed.



ELGIN Eagle

Eagle 4 Wheel Broom Sweeper

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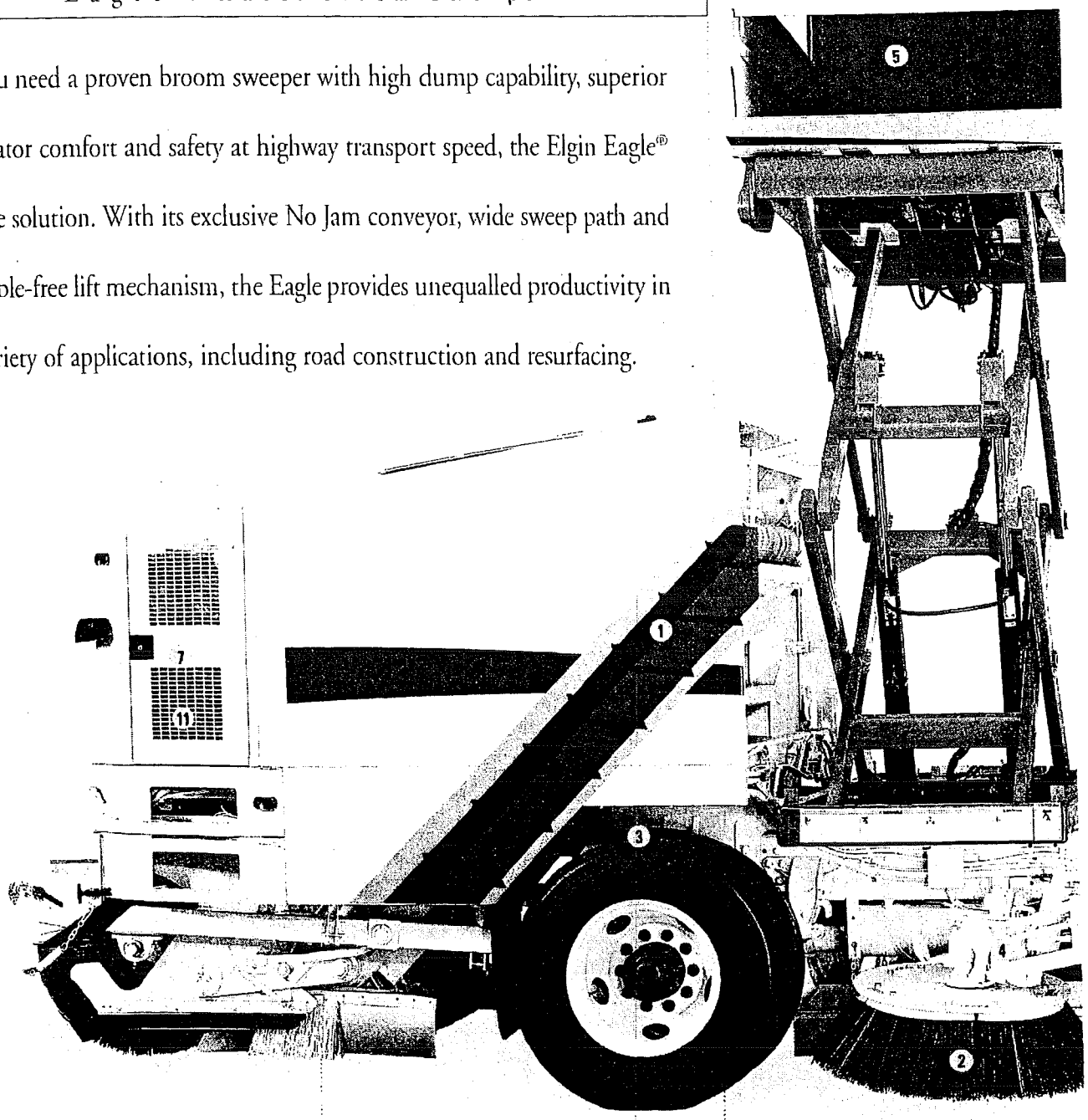

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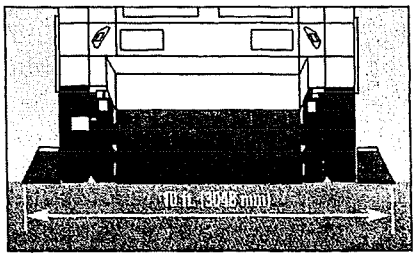
2 Wide Sweeping Path
Hydraulically-driven main and side brooms create wide 10 ft. (3048 mm) sweeping path for maximum productivity.



3 Patented Air Bag Suspension
Provides fully sprung rear axle for transp comfort, plus solid axle for superior swe ing and stable dumping operations.

4 Fully-Sprung Side Brooms
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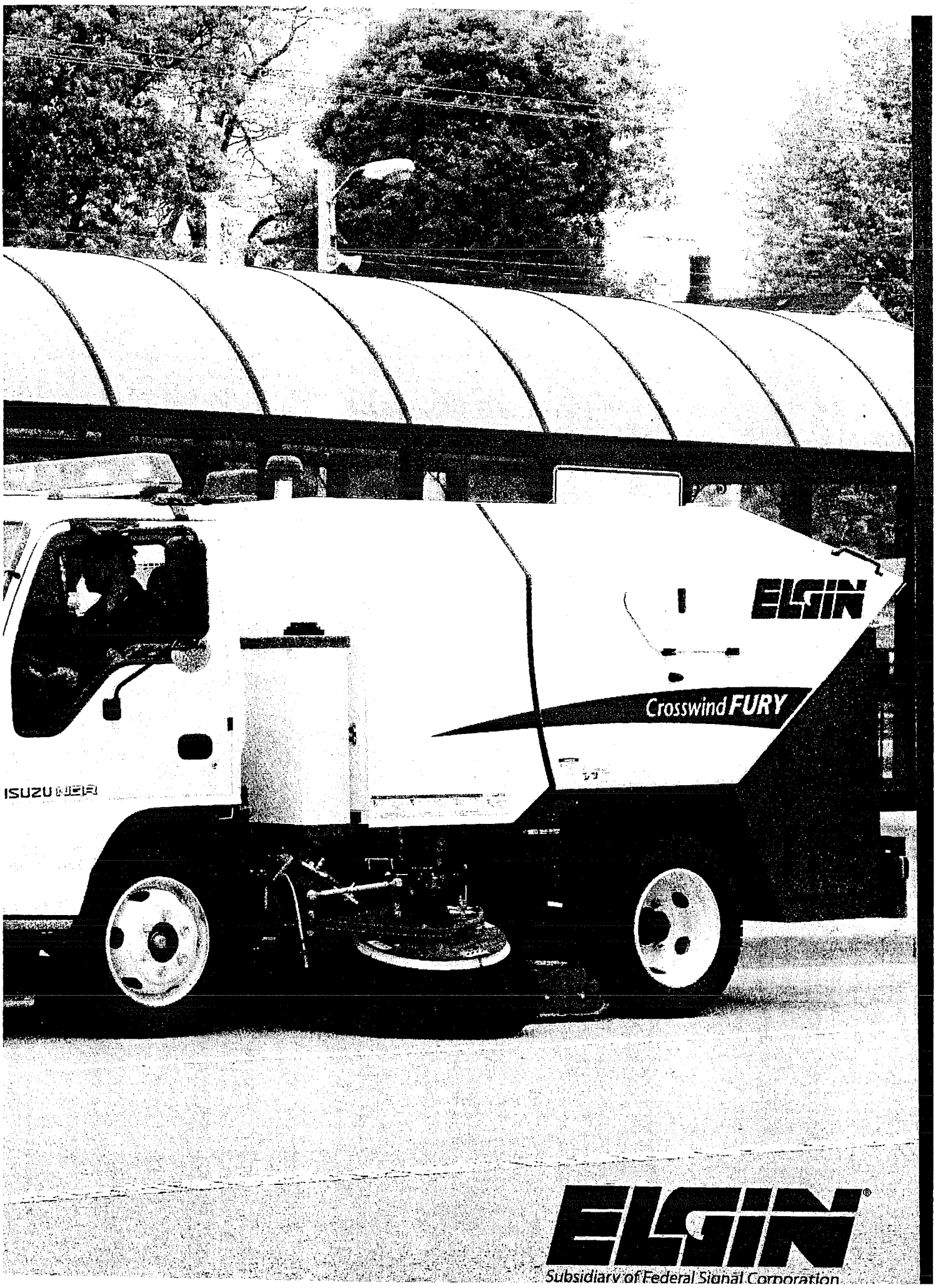

ELGIN
Crosswind FURY
ISUZU
ELGIN
Subsidiary of Federal Signal Corporation

Powerful, Compact Cleaning System

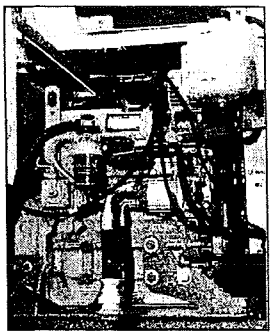
The powerful cleaning system is comprised of four key components:

- Highly efficient air conveyance system
- High-productivity sweep system
- Superior water system for dust suppression
- Efficient debris containment and dump system

1 Efficient Air Conveyance System

Blower: At the heart of the Air Conveyance system is a 10 vane, 30 in (762 mm) diameter, closed-face turbine fan constructed from abrasion-resistant steel and driven by a powerful auxiliary engine. The efficient, closed-face design reduces fuel consumption yet provides strong airflow for outstanding pick-up capability. The blower is driven by a low maintenance, 3 "V" groove power belt with an automatic belt tensioner on the blower drive belt for easy maintenance and maximum performance. A built-in, vacuum-enhancer system allows the operator to control the amount of blast air entering or exiting the pick-up head, enabling the Crosswind Fury to easily adapt to different sweeping applications.

Two remote grease fittings allow quick and easy greasing of the fan bearings. And an inspection door is built into the blower housing for simplified examination and preventative maintenance. The blower housing, built of 10-gauge (3.4 mm) steel, is not integral to the hopper and can be easily replaced if necessary. A wear-resistant rubber lining extends fan housing life.



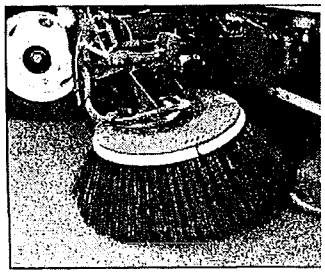
Auxiliary Engine: The 60 hp John Deere® 4 cylinder, turbocharged diesel engine powers the sweep system. The engine is equipped with auto-shutdown in the event of low oil pressure or high coolant temperature. The operator is notified via an indicator light.

Engine Enclosure: With superior insulation and convenient gull wing doors, the engine enclosure reduces in-cab and drive-by noise levels while protecting the engine. When opened, all components for maintenance checks and daily service are freely accessed. Most service items such as the fuel pump, oil dipstick, radiator and electrical components can be checked from the ground level without raising the hopper.

2 Productive Sweep System

The powerful sweep system consists of a 36 in (914 mm) diameter side broom (dual brooms optional) and an 80 in (2,032 mm) wide regenerative air pick-up head.

Side Broom(s): The 36 in (914 mm), free-floating trailing arm side broom(s) are hydraulically driven and built with fewer parts and greaseless pivot pins for easy maintenance and service. Steel plate disc construction and the free-floating design help prevent damage if the broom hits an obstruction while sweeping. In addition, it protects segments from excessive curb contact, which increases broom life. The full sideways oscillation and in-cab controlled down pressure closely follows surface contours for a clean sweep. Brooms can sweep fully extended or in front of the pick-up head for additional scrubbing action in tough, compact material. Side broo down pressure and optional tilt are controlled from in the cab to quickly adjust to the sweeping conditions.



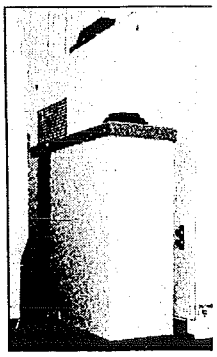
Pick-Up Head: The 80 in (2,032 mm), regenerative air, steel pick-up head is spring-balanced, has heavy-duty, replaceable rubber curtains and is hydraulically controll from in-cab for long life and reliable performance. Swee is possible in forward or reverse if the application requir The 10 in (254 mm) diameter, sturdy, steel-wire reinforc rubber suction hose accepts bulky debris and features q disconnect for inspection and maintenance. Hoses can l easily rotated for extended life.

The brooms and pick-up head combine to produce a w sweeping path:

- Pick-up head only – 80 in (2,032 mm)
- Pick-up head and one side broom – 105 in (2,667 r
- Pick-up head and two side brooms – 130 in (3,302

3 Superior Water System for Dust Suppression

The water system effectively suppresses dust during sweeping. Featuring a 105 gal (397 L), removable polyethylene tank, with an optional 92 additional gal (348 L) for extended sweeping time, the Crosswind Fury stops less often to refill the tanks. Water can be conveniently filled from either side of the sweeper, and the opaque color tanks make it easy to view water levels. The tank frame extends across the width of the chassis for optimal front axle loading and weight distribution.



Three spray nozzles are located at each side broom, one spray nozzle in the hopper inlet and two removal water-spray nozzles are on the lower portion of the su hose, reducing dust and providing airflow system lubric All water lines are color-coded green, and fittings ar Prestomatic Push-To-Lok for simplified maintenance.

Efficient Debris Containment and Dumping System

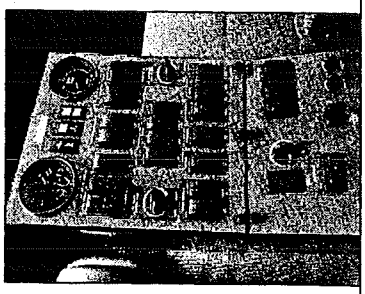
Hopper: The Crosswind Fury's 4.4 y^3 (volumetric) hopper (3.36 m^3), constructed of 10-gauge (3.4 mm) steel, features a free airflow design that enhances pick-up through the tube and airflow through the screens, resulting in a decreased likelihood of clogging. An abrasion-resistant steel inlet deflector directs debris flow to the center of the hopper, ensuring even, efficient material loading for maximum capacity. Hopper screens are easily accessible from the top of the hopper for cleaning. The hydraulic hopper dump door with open/close selection provides a watertight seal. In addition, it allows the operator to throw in larger objects, bags or trash without having to manually open the door.

Dust Separator: The hopper includes a top clean-out door that provides unparalleled access and cleaning capabilities of the hopper screen and dust separator. The built-in centrifugal dust separator positioned at the air-return outlet of the hopper features a self-opening, abrasion-resistant steel door, which allows the debris to be easily discharged during dumping.

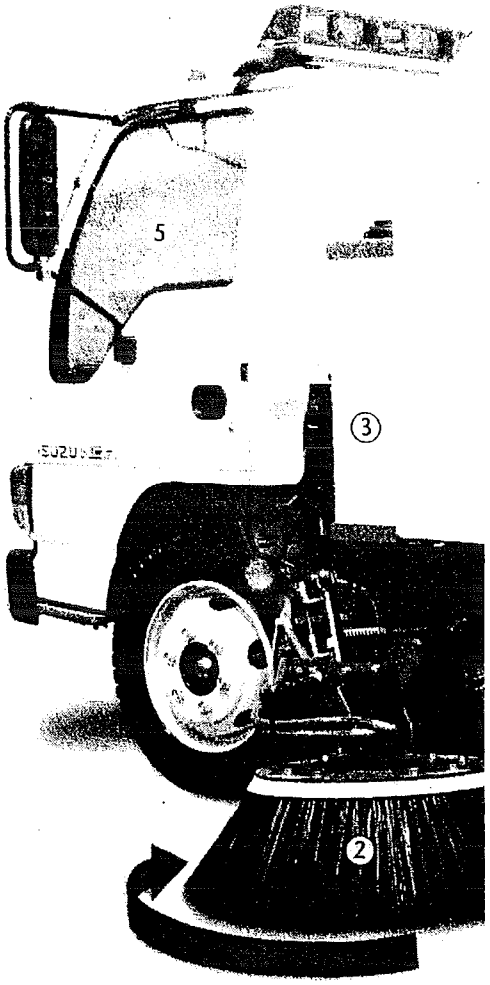
Dumping: Lifted by two hydraulic cylinders controlled from in-cab, the hopper easily dumps debris into containers as high as 72 in (1,829 mm). With a 93-degree dump angle, material slides effortlessly into the dumpster. Outside cab dump controls are also available. An optional hopper vibrator and drain further enhance the dumping process. Also available is an optional electric/hydraulic system that operates the dump cycle of the hopper without the use of the auxiliary engine.

Operator-Friendly Control System

The Crosswind Fury is built on an Isuzu® cab-over chassis rated at 17,950 lb GVW, for superior visibility and a high level of operator comfort and safety. Controls for all sweep, water and lighting functions are on a centrally mounted console with simple rocker switches. The console has been ergonomically designed for high visibility, ease of use and intuitive placement of commonly used control switches. This simplifies training, reduces fatigue and increases operator efficiency.



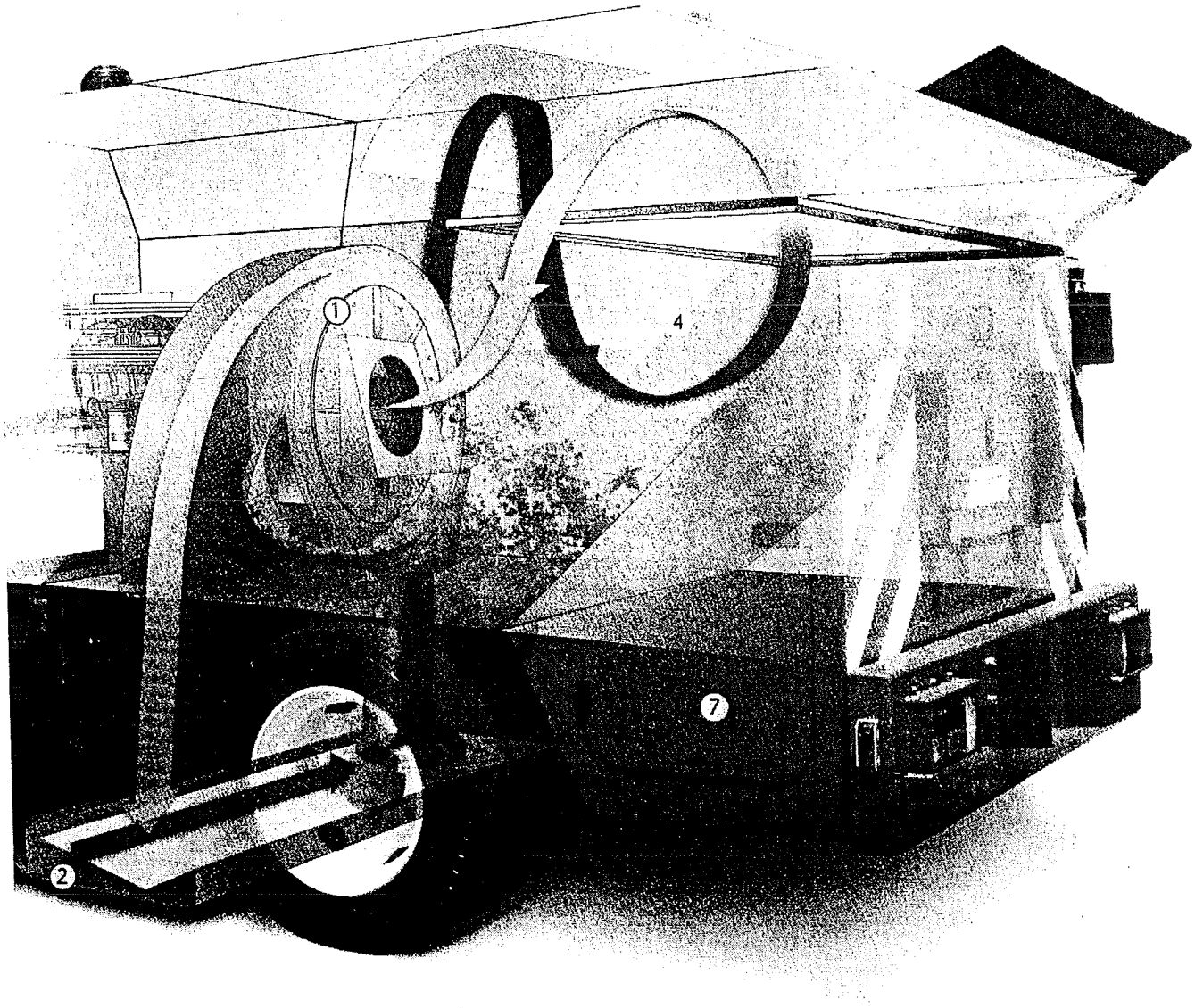
A complete set of gauges, including auxiliary engine coolant temperature, oil pressure, charging voltage, hour meter and engine speed, provide visual feedback of machine performance at all times.



THE ELGIN

6 **Easy Access Maintenance**

Wiring harnesses are color-coded and hot-stamped with function for easy maintenance and troubleshooting. All connectors are weatherproof to prevent shorts caused by moisture. Greasing of the fan bearings can be accomplished without raising the hopper.



SSWIND FURY. COMPACT, POWERFUL PERFORMANCE.

7 Large Toolboxes

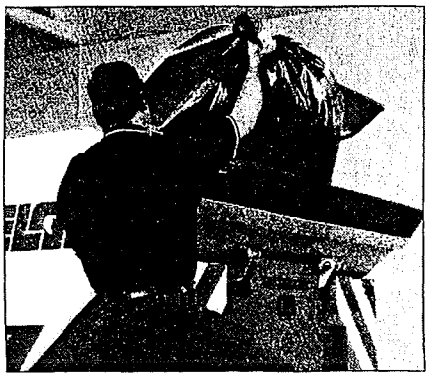
The Crosswind Fury's two large rear toolboxes provide enough storage capacity for backpack blowers, a full-size spare tire, tools and other items needed on the job. An inter-connecting steel tube allows the pass-through of handles of brooms, rakes or similar equipment. Toolboxes are protected by a full-width, heavy-duty steel bumper.

Options

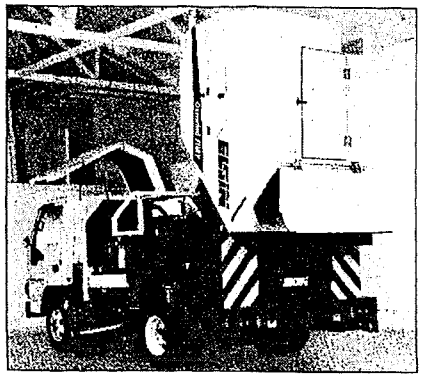
Litter Hose: A litter hose for picking up material outside the sweep path is available. Adding versatility and improved operator productivity, the hose is constructed of heavy-duty plastic and easily fits into the rear storage compartment.

PM10 Water System Option: Highly efficient dust control system passes California's fugitive dust control standards (Rule 1186, PM10). Includes a 40 psi @ 7 gpm self-priming pump.

e Crosswind Fury difference, talk with your Elgin dealer or visit www.elginsweeper.com.

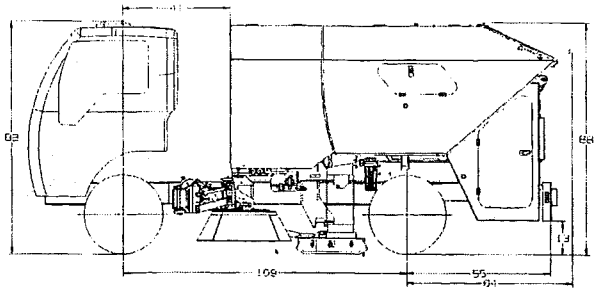


Hydraulic Door Latch
The hydraulic hopper dump door has a watertight seal and open/close selections, allowing the operator to throw in larger objects, bags or trash without having to manually open.



Maintenance Access
Access to all engine and sweep system components is easy with Crosswind Fury's gull wing doors and 90-degree tilting hopper. For added maintenance convenience, the blower housing is independent of the hopper.

LifeLiner® Hopper System
Introducing the LifeLiner® hopper system, a specially designed hopper liner and finish system that greatly improves the life, durability, and functionality of a sweeper hopper.



Additional Options (partial list)

- Additional 92-Gallon Water Tank
- Low Hydraulic Oil Shutdown
- Front Spray Bar
- Hopper Drain
- Hopper Vibrator
- Auxiliary Hydraulic Pump
- LifeLiner® Hopper
- Full Light Bar
- Rotating Beacon
- Toolbox Light
- Litter Hose
- Extended Warranty
- Consult Factory for Additional Options
- Lifeliner®

Value-Added Services

Elgin's commitment to the customer continues long after the sale.

- On-Time Delivery
- Factory-Trained, Worldwide Dealer Network
- Genuine Performance-Matched Parts
- Elgin Training Center

Basic Specifications

- Chassis: Isuzu® cab-over chassis rated at 17,950 lb GVW
- Wheelbase: 109 in (2,769 mm)
- Overall Length: 215 in (5,461 mm)
- Auxiliary Engine: 60 hp John Deere® 4024TF270, 4-cylinder, turbocharged diesel
- Blower: 10 vane, 30 in (762 mm) diameter, closed-face turbine fan
- Dust Suppression: 105 gal (397 L) removable polyethylene tank
- Trailing Arm Side Broom(s): 36 in (914 mm) diameter
- Hopper (volumetric): 4.4 yd^3 (3.36 m^3)
- Sweep Path:
  Pick-up head only – 80 in (2,032 mm)
  Pick-up head and 1 side broom – 105 in (2,667 mm)
  Pick-up head and 2 side brooms – 130 in (3,302 mm)

Your local Elgin Dealer is:

Empire Municipal Equipment, LLC
P.O. Box 312
White Plains, NY 10601
347-672-5000

Warranty

Elgin Sweeper Company backs the Crosswind Fury sweeper with a one-year, limited warranty. The Crosswind Fury is warranted against defects in material or workmanship for a period of 12 months from the date of delivery to the original purchaser. Optional extended warranty packages are available. Consult your Elgin dealer for complete warranty details.

1300 West Bartlett Road • Elgin, Illinois 60120-7529
Phone: 847-741-5370 • Fax: 847-742-3035
E-mail: sales@elginsweeper.com • www.elginsweeper.com

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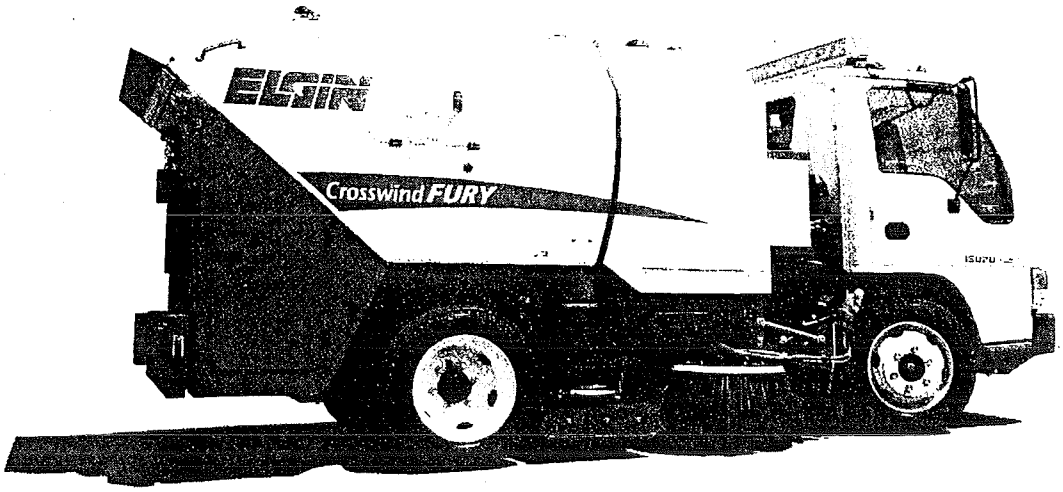
ELGIN®
Subsidiary of Federal Signal Corporation

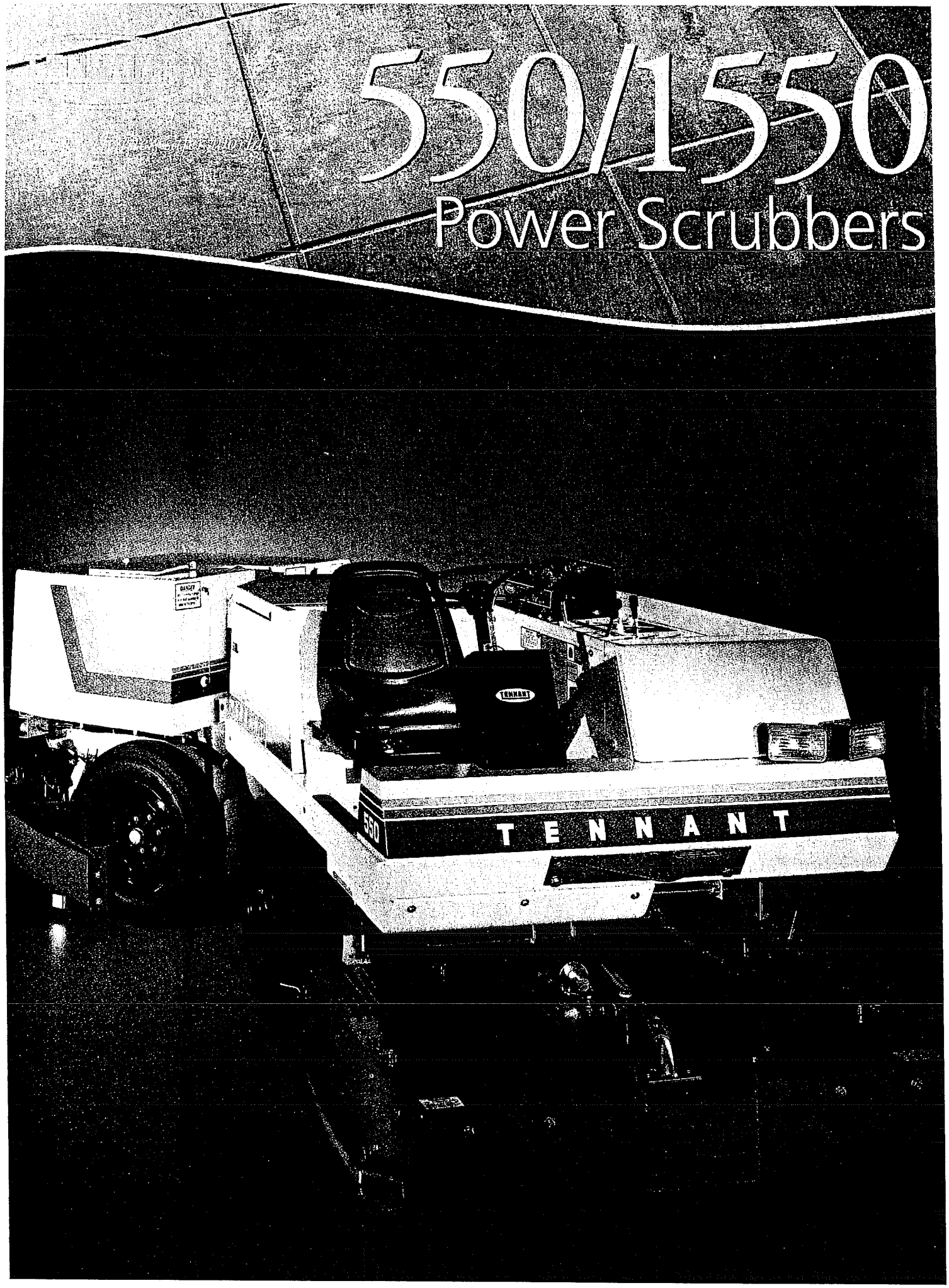


The Crosswind Fury.
Same great performance in a new, compact size.

Setting a new standard for municipalities that want powerful cleaning but may not need a full-size sweeper, the Elgin Crosswind Fury unites the technology of regenerative air with a compact body. Powerful enough to sweep a wide range of streets, maneuverable enough to reach into alleys and navigate narrow roads.

From the comfortable cab with operator-friendly controls to the compact, powerful cleaning system, the Crosswind Fury has been created to the exacting quality standards that have made Elgin the world's leading sweeper manufacturer. Customized with your choice of options, the Crosswind Fury is designed to easily fit your needs. And with a worldwide, factory-trained dealer network, you can be assured of complete satisfaction long after delivery.

550/1550
Power Scrubbers

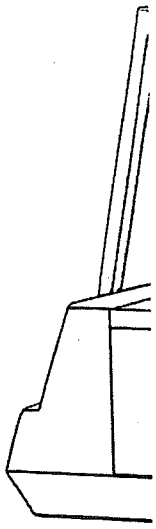


The high pressure spray optio to work wherever you need it blasting away grease, oil and

The Model 550 Industrial Scrubber is built extra-tough to tackle your industrial-sized jobs. But that's just the beginning. The 550 both scrubs *and* sweeps — and it's extremely maneuverable.

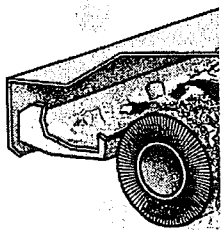
Its patented dual high-speed brushes scrub off dirt, stains and spills at the rate of 81,000 sq. ft. per hour, while picking up paper, glass and other debris at the same time. The 550 also features a large 140 gal. solution tank and with our optional SRS (Solution Recycling System), covers six times the area of standard scrubbers before needing to be refilled.

The Model 550 also features articulated power steering which offers easy operator control, enhanced productivity, and dynamic maneuverability.



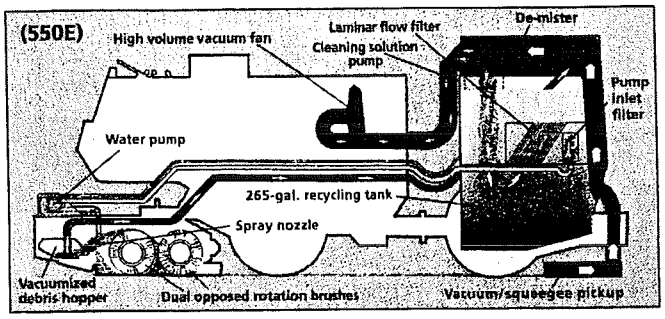
A Huge Tank for the Biggest Jobs — Including Airports

The Model 1550 SRS offers all the features of the 550, except it is equipped with an enormous 510 gal. solution tank. This tank along with the Solution Recycling System allows up to 10 hours of scrubbing time before refilling is needed. The 1550 also efficiently picks up de-icing fluid so it's ideal for airport use.

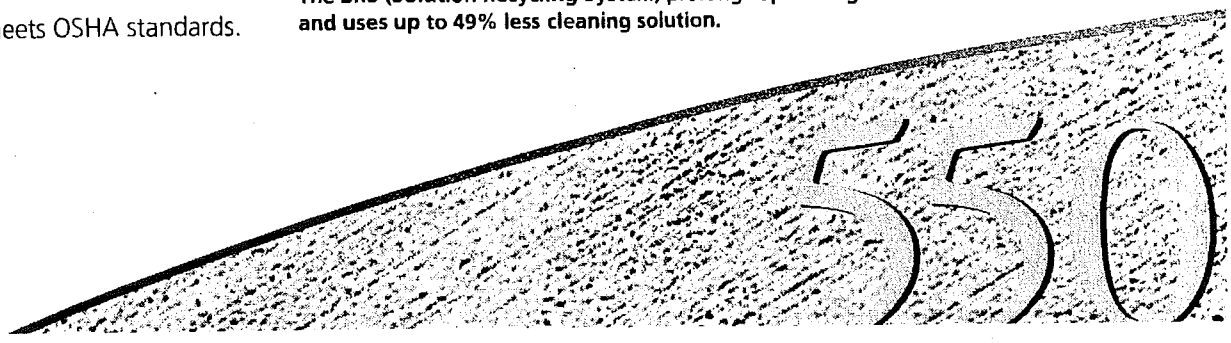


Productivity-Enhancing Options

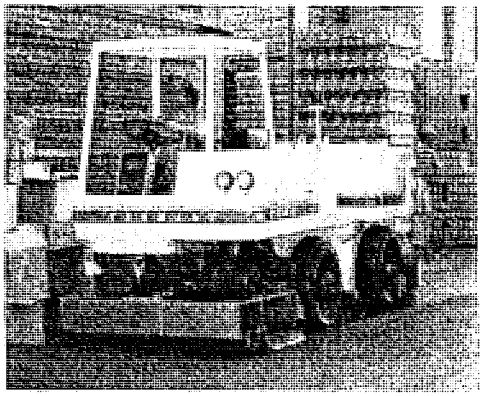
An optional squeegee wand attachment hooks up easily and simplifies picking up remote spills. An overhead guard is also available which meets OSHA standards.



The SRS (Solution Recycling System) prolongs operating time and uses up to 49% less cleaning solution.

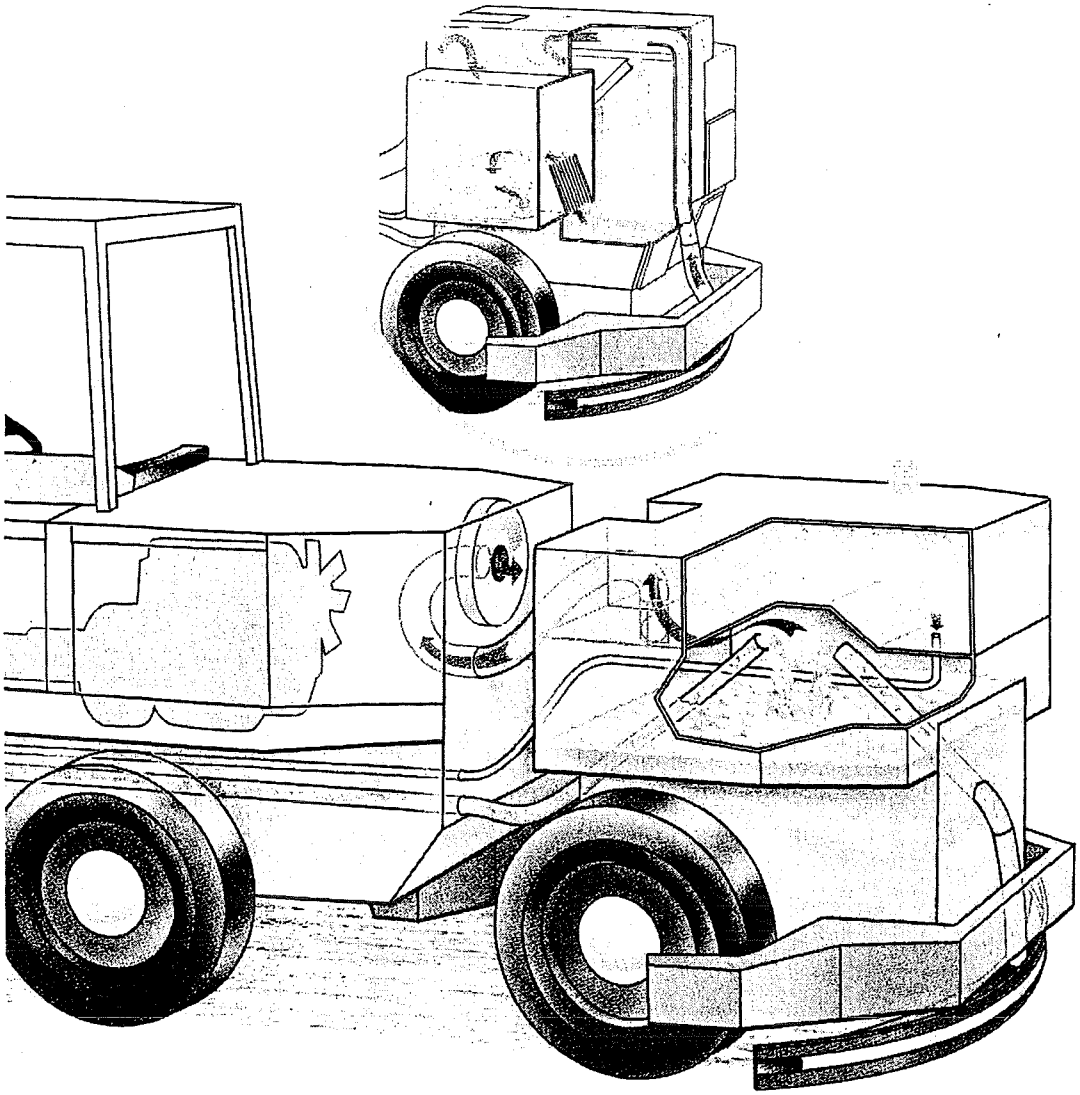


rticulated power steering makes it easy to naneuver, even around sharp corners.



Driver's view is unobstructed and controls are easy to reach.

The 1550 efficiently picks up de-icing fluid from runways and covers 12 times the area of standard scrubbers without the need to empty and refill the solution tanks.



Model 550 and 1550 SRS

The heavy-duty stainless steel debris hopper empties easily and keeps foreign objects out of squeegees and vacuum hoses.

Dual high speed brushes are made with patented design which features oppose rotation for extra scrubbing action.

Dependable hydraulics propel each unit and power its functions. (Electric moto provide drives for battery model.)

Articulated power steering provides easy operator control and eliminates conventional steering maintenance par

Model 550 features a 140 gal. solutior tank/120 gal. recovery tank, construct of rugged 11-gauge stainless steel.

Model 1550 SRS features a huge 510 gal. solution tank, greatly reducin the number of needed refills.

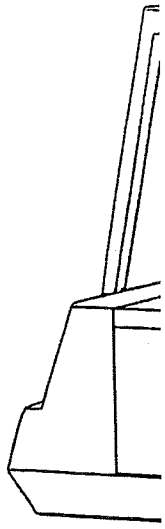
550 Power Scrubbers

The high pressure spray optio to work wherever you need it blasting away grease, oil and

The Model 550 Industrial Scrubber is built extra-tough to tackle your industrial-sized jobs. But that's just the beginning. The 550 both scrubs *and* sweeps — and it's extremely maneuverable.

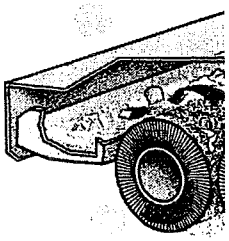
Its patented dual high-speed brushes scrub off dirt, stains and spills at the rate of 81,000 sq. ft. per hour, while picking up paper, glass and other debris at the same time. The 550 also features a large 140 gal. solution tank and with our optional SRS (Solution Recycling System), covers six times the area of standard scrubbers before needing to be refilled.

The Model 550 also features articulated power steering which offers easy operator control, enhanced productivity, and dynamic maneuverability.



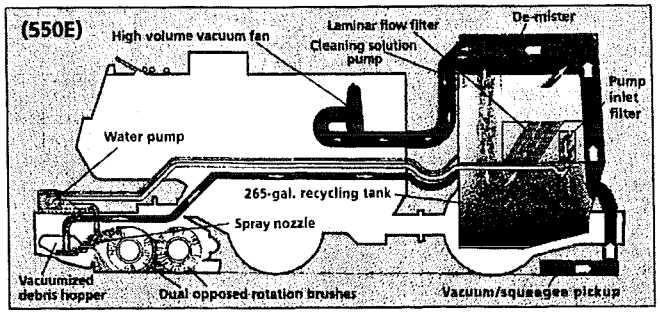
A Huge Tank for the Biggest Jobs — Including Airports

The Model 1550 SRS offers all the features of the 550, except it is equipped with an enormous 510 gal. solution tank. This tank along with the Solution Recycling System allows up to 10 hours of scrubbing time before refilling is needed. The 1550 also efficiently picks up de-icing fluid so it's ideal for airport use.

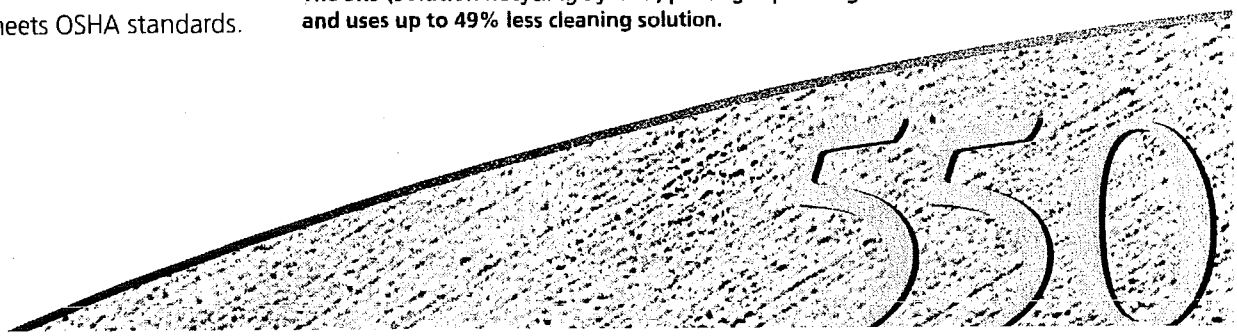


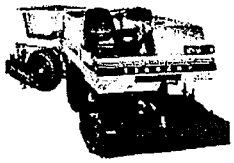
Productivity-Enhancing Options

An optional squeegee wand attachment hooks up easily and simplifies picking up remote spills. An overhead guard is also available which meets OSHA standards.



The SRS (Solution Recycling System) prolongs operating time and uses up to 49% less cleaning solution.

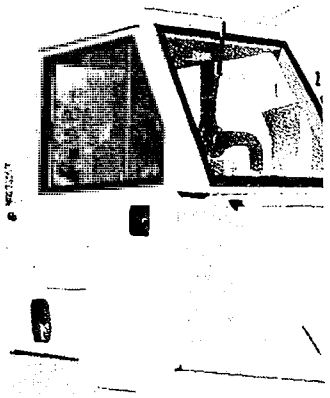




Model 550 Specifications

POWER SCRUBBER

Feature		
Scrubbing System		
Cleaning path	50-inch	1270 mm
Solution tank	140 gallon	530 liter
Main brush		
Speed	370 rpm	370 rpm
Down pressure	500-650 lb	225-295 kg
Brush diameter	11-inch	280 mm
Brush length	50-inch	1270 mm
Debris hopper		
Volume capacity	2.6 ft³	73 liter
Recovery System		
Recovery tank	120 gallon	454 liter
Vacuum fan speed	11,500 rpm	11,500 rpm
Vacuum water lift	51-inch	1,295 mm
Propelling System		
Propel speed forward (variable to)	9.0 mph	14.0 km/h
Propel speed reverse (variable to)	5.0 mph	8.0 km/h
Engine		
Gasoline/LP	72.0 hp	53.7 kW
Diesel	65.0 hp	48.5 kW
Gradeability		
Working (scrubbing)	8.0 deg	8.0 deg
Machine Dimensions		
Length	156-inch	3,960 mm
Width	61-inch	1,550 mm
Height-without overhead guard	61-inch	1,550 mm
With overhead guard	84-inch	2,130 mm
Weight-net without solution and brushes	4,710 lb	2,140 kg
Gross	7,200 lb	3,270 kg
Minimum aisle turn (left)	191-inch	4,850 mm
Warranty	Please refer to your local Tennant representative for information.	

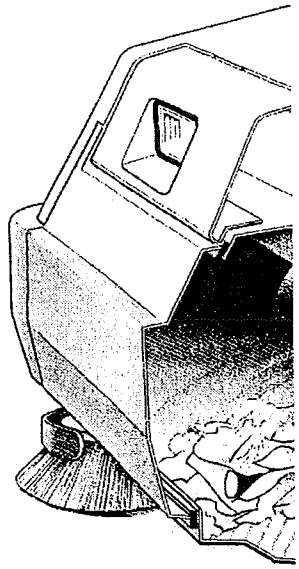


A deluxe cab is available with pressurizer, heater or air conditioner.

The Model 800 and Model 810 are built to withstand heavy use and abuse, year after year.

The 800 is ideal for tough indoor industrial applications. It features a massive steel frame and a rugged T-beam superstructure, along with huge steel bumpers that encircle and protect the machine.

It cleans a 66" path and covers as much as 200,000 sq. ft. in a single hour. A large 30 cubic ft. hopper holds up to 2,000 lbs. of debris, so time spent traveling to dump sites is kept to a minimum. And with six inches of ground clearance, it easily navigates speed bumps and rough terrain.

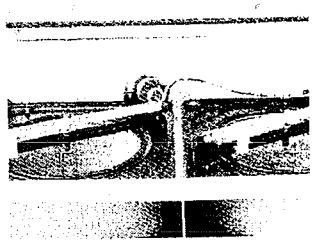


The Model 800 is also extremely efficient at controlling dust. In addition, it's easy to operate and the main brush can be changed in one minute — without tools.

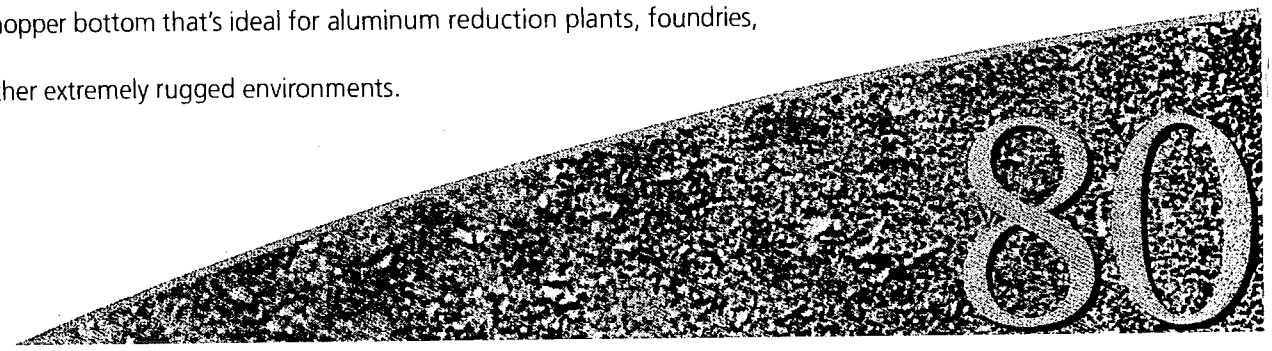
The Model 810 features everything the 800 offers, and more.

The 810 is specially designed to take-on your tough **outdoor** sweeping challenges. With a choice of direct-throw sweeping or the patented, Power-Throw cleaning system, it picks up nearly any debris from dust, sand and rocks — to broken glass and light, bulky paper litter.

Productivity-Enhancing Options

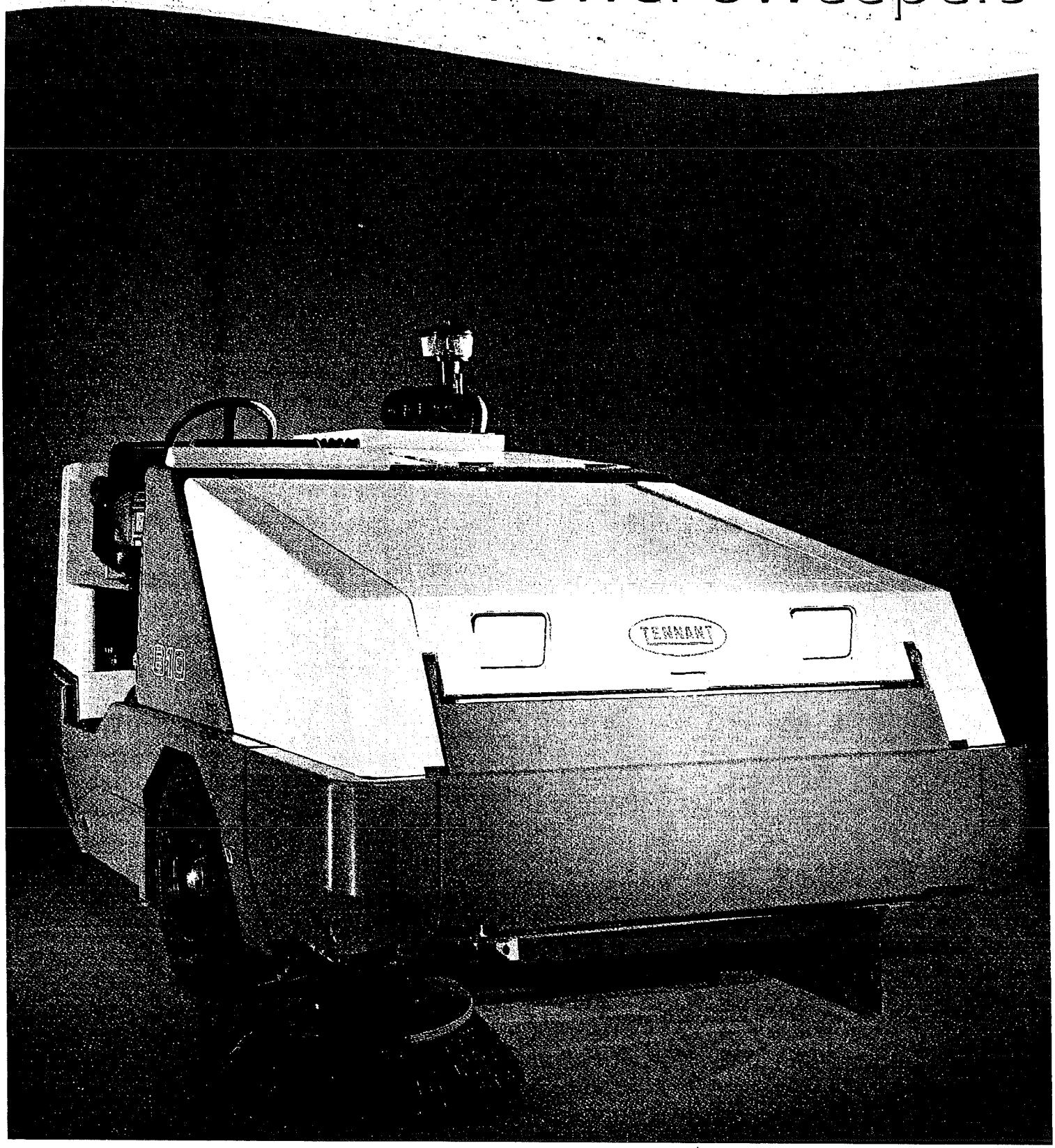


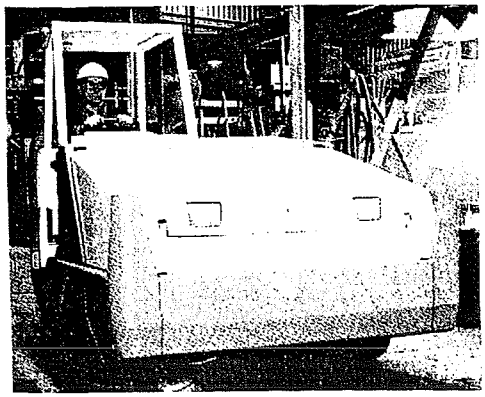
Both the Model 800 and 810 are available with Severe Environment (SE) options that offer special machine protection, heavy-duty tower bumpers, regenerative filter system, and a stainless steel hopper bottom that's ideal for aluminum reduction plants, foundries, steel mills or other extremely rugged environments.



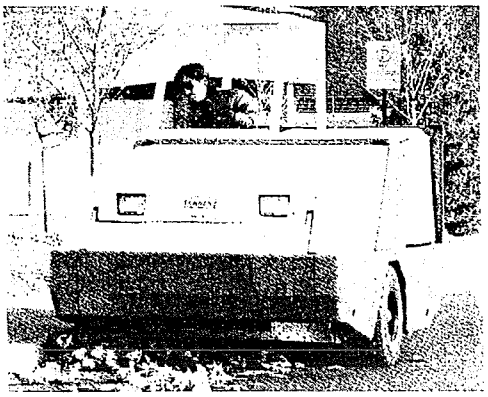
reating a cleaner, safer world.™

800/810
Power Sweepers

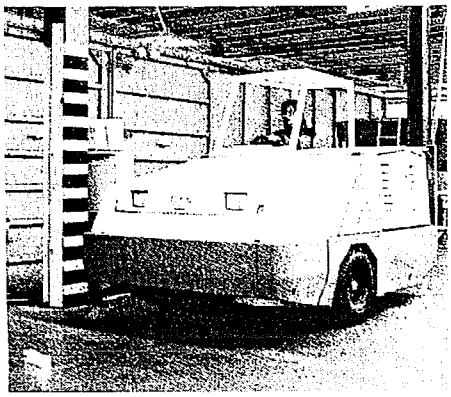




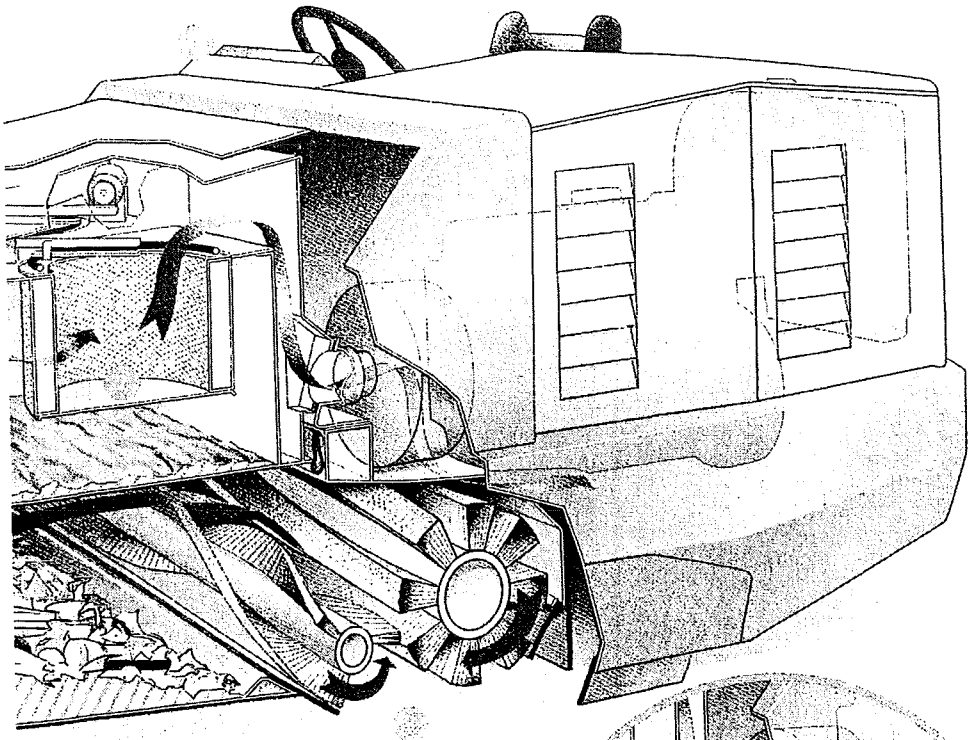
The 800 cleans a wide 66" path, and performs even under the toughest conditions.

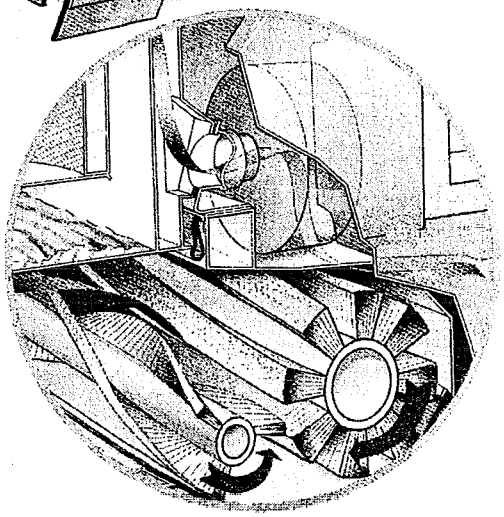


The 810 makes light work of picking up rocks, leaves and other debris — and keeps kick-up dust to a minimum.



This rugged machine practically pampers it: operators with an energy absorbing seat, t steering wheel, power steering, and an adjustable drive pedal.





Dust and moisture are checked by a unique Quad Filtering System that allows the 800 and 810 to operate nearly dust-free, long after others clog.

Model 800 and 810

To eliminate the need to handle debris twice, the standard 30 cul ft. multi-level dump hopper emp on the ground or into dumpster: high as 6 ft.

The Quad Filtering System uses separate high-efficiency filters t trap particles.

Routine maintenance is fast and The engine area, fittings, filters battery have wide open, easy ac

Thermo-Sentry™, system monit lights, brush down-pressure indicator and a fuel gauge war operator of potential problems

The 810 offers even greater cle quality with an extra sweeping

pecifications for the Models 800 and 810*

weeping System		
Cleaning path	66 in	1675 mm
Main brush length	50 in	1270 mm
Main brush lift	Hydraulic	
Side brush diameter	26 in	650 mm
Hopper volume capacity	30 ft	850 L
Hopper dump height	72 in	1830 mm

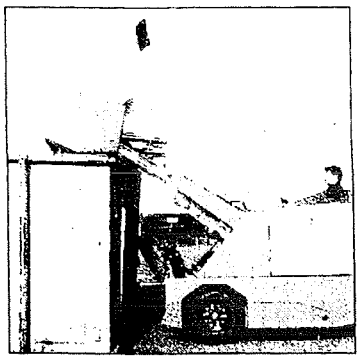
'ropelling System		
ngine		
Gas/LP Ford 2.3 liter (max)	63 hp	
Diesel Perkins 3.0 liter (max)	63 hp	
Gradeability		
Full hopper	8.5 deg/15%	
Ground clearance	6 in	150 mm
Propel speed		
Forward (variable to)	10.0 mph	16.1 km/h
Reverse (variable to)	4.5 mph	7.2 km/h

Machine Dimensions		
Length	120.0 in	3050 mm
Width	70.0 in	1780 mm
Turning radius (Left)	85 in	2160 mm
Minimum aisle turn (Left)	135 in	3430 mm

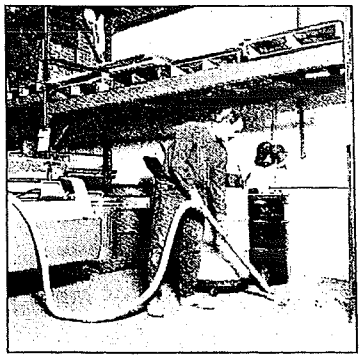
Tennant Value Added Equipment Includes:	
II-Speed™ cleaning system	Industrial radiator/debris screen
Timed filter shaker	Triple, heavy duty accessory pumps
Thermo-sentry™	Retractable sidebrush
T-beam frame super-structure	Power steering
Steel-channel wraparound bumper	Servo-assist adjustable foot pedal

Optional Equipment	
Severe environment version	Vacuum wand
Audio-visual backup alarm	Enclosed cab
Heavy-duty bumpers	Overhead guard
Stainless steel hopper bottom	Left-hand sidebrush

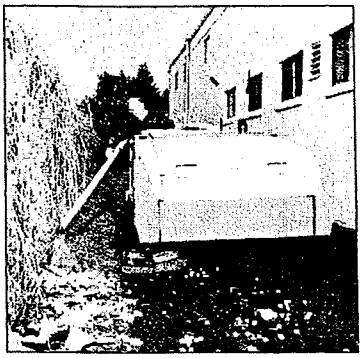
* Subject to change without notice.
Power Throw is a United States trademark of the Tennant Company.



Standard multi-level dump hopper empties its contents on the ground or into dumpsters or trucks as high as 6 feet.



With the optional vacuum wand, the 800/810 cleans tight spots and hard-to-reach areas.



A handy blower attachment conveniently blows light litter into the sweeper's path.

Cleaning a cleaner, safer world.™

Tennant Company offers the most complete lines of floor and surface maintenance equipment, floor coatings, brushes, and cleaning detergents in the world. Our sales and service networks are able to provide you with integrated custom cleaning solutions to meet any floor care need.

ISO 9001 Certified

Tennant Company
701 North Lilac Drive, P.O. Box 1452
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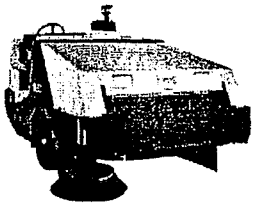
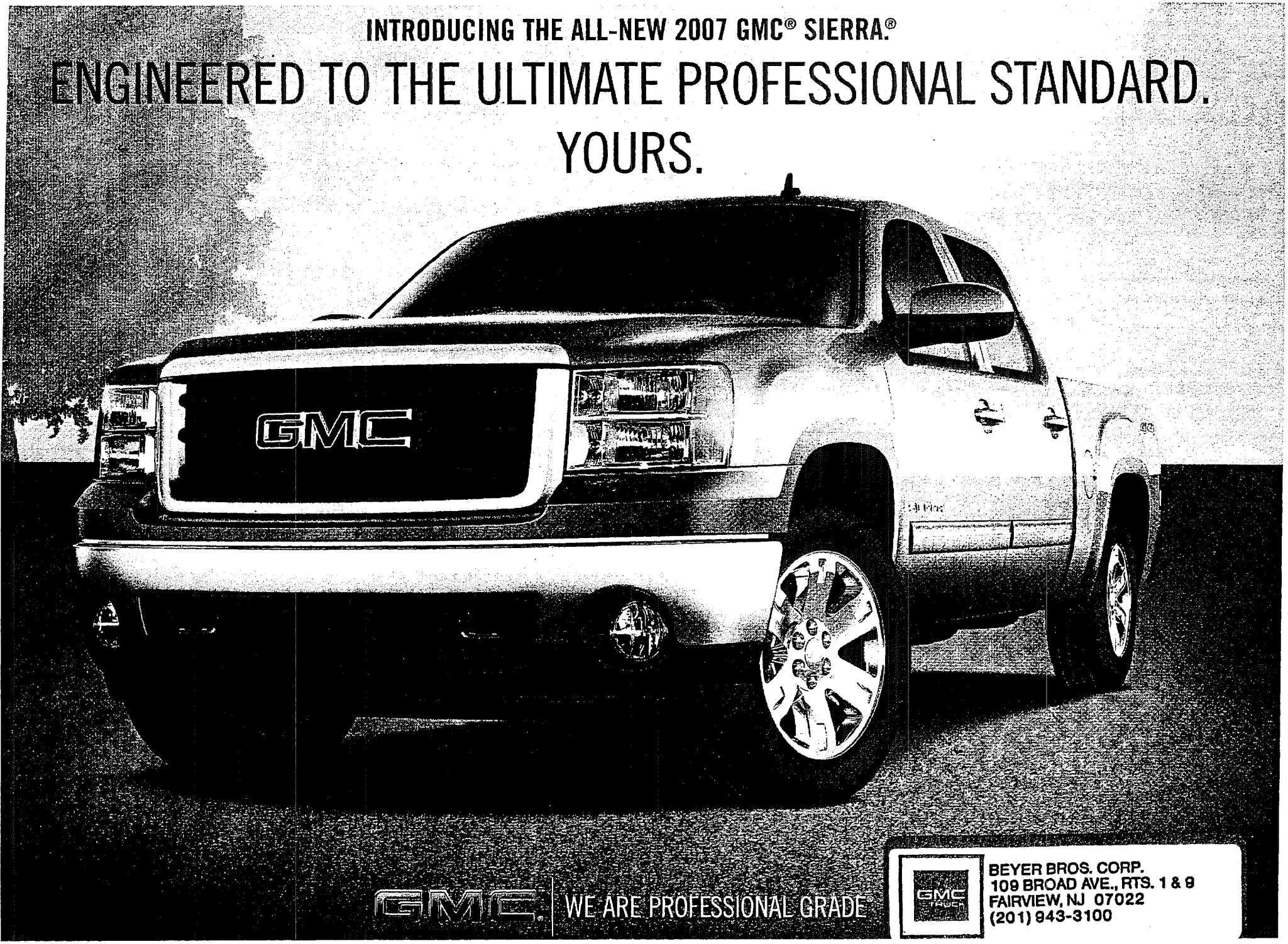
Tel: (763) 540-1200, Toll-free: (800) 553-8033
Fax: (763) 513-2144, In Quebec, call: (514) 335-6061
E-mail: info@tennantco.com
www.tennantco.com



Model 810 Specifications

POWER SWEEPER

Feature		
Sweeping System		
Cleaning path	66-inch	1,675 mm
Main brush		
Main brush length	50-inch	1,270 mm
Main brush lift	Hydraulic	Hydraulic
Main brush change	No-tool	No-tool
Side broom		
Side broom diameter	26-inch	660 mm
Debris hopper		
Volume capacity	30 ft³	850 liter
Weight capacity	2,000 lb	905 kg
Dump height	72-inch	1,830 mm
Dump reach	20-inch	510 mm
Dust Control System		
Filter system (quad stage, 99% at 4 microns)		
Stage 1	Debris deflector	Debris deflector
Stage 2	Perma-Filter™	Perma-Filter™
Stage 3	Wrap-around pre-screen	Wrap-around pre-screen
Stage 4	190 ft² dual canister	17 m² dual canister
Vacuum fan		
Speed	8,500 rpm	8,500 rpm
Vacuum diameter	9.5-inch	240 mm
Propelling System		
Propel speed forward (variable to)	10.0 mph	16 km/h
Propel speed reverse (variable to)	4.5 mph	7.2 km/h
Engine		
Gasoline/LPG	83.0 hp GM	60.0 kW GM
Diesel	63.0 hp Cat	45.0 kW Cat
Gradeability		
Full hopper	8.5 deg/15%	8.5 deg/15%
Empty hopper	15.0 deg/27%	15.0 deg/27%
Machine Dimensions		
Length	120-inch	3,048 mm
Width	70-inch	1,778 mm
Height without OHG	52.5-inch	1,335 mm
With OHG	82.5-inch	2,095 mm
Weight		
Net	6,500 lb	2,950 kg
Minimum aisle turn (left)	135-inch	3,430 mm
Warranty	Please refer to your local Tennant representative for information	


INTRODUCING THE ALL-NEW 2007 GMC® SIERRA.®
ENGINEERED TO THE ULTIMATE PROFESSIONAL STANDARD.
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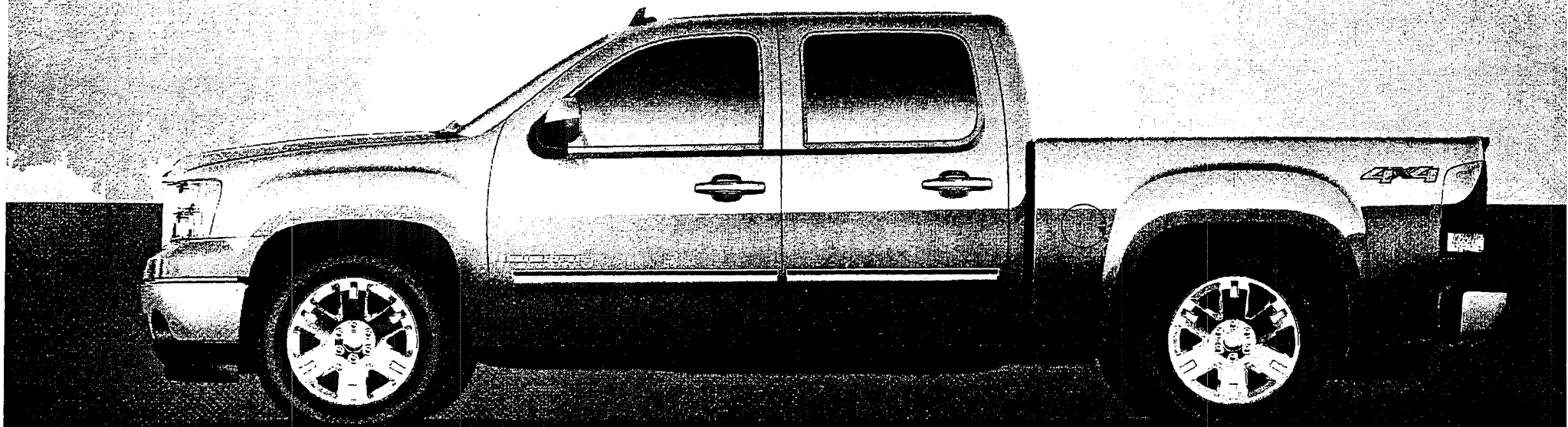
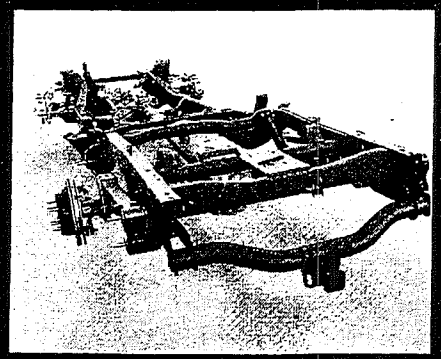
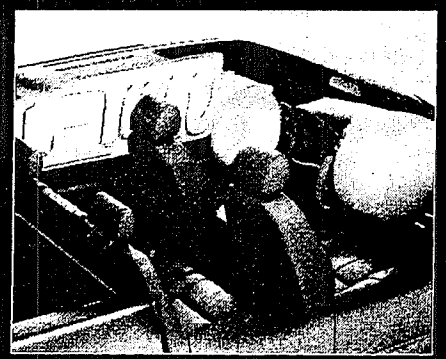


PREVIEW THE 2007 SIERRA FOR YOURSELF AT GMC.COM/2007SIERRA.



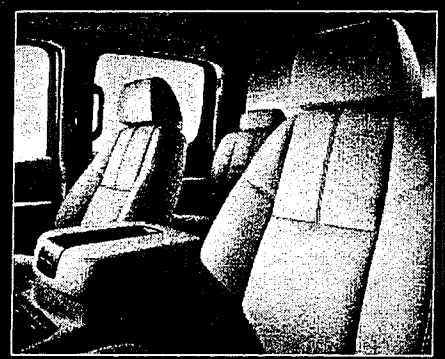
SUPERIOR CAPABILITY

- Fully boxed frame and coil-over-shock front suspension for a smoother ride
- 367hp 6.0L V8 engine
- 375 lb-ft torque and trailering up to 10,500 lbs†
- Automatic locking rear differential for essential traction



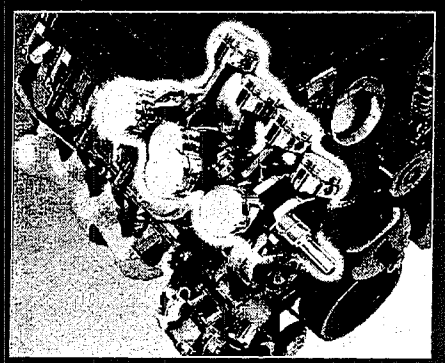
UNCOMPROMISING SAFETY

- 360 degrees of protection with standard dual-stage driver and right front passenger air bags and available head curtain side-impact air bags§
- StabiliTrak® Stability Control System**
- One-year Standard OnStar® Safe and Sound service††
- Available Ultrasonic Rear Park Assist for added confidence



DISTINCTIVE REFINEMENT

- Exceptional fit, finish, and premium interior materials
- Remarkably quiet environment, thanks to advanced acoustic engineering
- Comfortable seating with abundant front-seat headroom and legroom
- 60/40 split rear seat provides extra cargo room§§



UNPARALLELED INNOVATION

- Active Fuel Management™ shifts seamlessly from 8 to 4 cylinders when less power is needed
- 170-degree rear door opening*
- EZ Lift Locking Tailgate
- Available customized cargo management system

*Extended cab only. †Maximum trailer ratings are calculated assuming a properly equipped base vehicle plus driver. See dealer for details. §Air bag inflation can cause severe injury or death to anyone too close to the bag when it deploys. Be sure every occupant is properly restrained. The Roof Rail air bag pictured is a close representation of the actual air bag. **StabiliTrak is standard on the light duty Crew Cab* and available on the extended cab. ††One-year OnStar Safe & Sound service agreement is required. Call 1-888-4-ONSTAR (1-888-466-7827) or visit www.onstar.com for system limitations and details. §§Cargo capacity limited by weight and distribution. 60/40 split is standard only on Crew Cab.

CRISTI CLEANING SERVICE
77 TRINITY PLACE
HACKENSACK, NJ 07601

Cristi

REQUEST FOR PROPOSAL

GENERAL CLEANING AND MACHINE SWEEPING

AT

JFK INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS

NUMBER 13304

PROPOSAL DUE DATE: JUNE 19, 2007

PRESENTED TO

THE PORT AUTHORITY OF NEW YORK AND NEW JERSEY

B. EXECUTIVE SUMMARY

Cristi Cleaning Service Corporation (Cristi) was founded in 1980, and is headquartered in Hackensack, NJ. Cristi is a minority, woman-owned company, and a graduate of the Small Business Administration's 8(a) program. We are certified as a Small Business Enterprise (SBE) and Minority Business Enterprise (MBE) by the state of New Jersey.

Key to our steady and consistent growth over the years has been our long-running ability to attract, cultivate, nurture and sustain an ever-growing workforce of dedicated, career-oriented professionals across a broad spectrum of disciplines. Coupled with this is our willingness to provide our personnel with the resources and training they need to consistently achieve and maintain superior contract performance. Our key personnel for the cleaning of parking lots project have been carefully screened and handpicked. They are among the very best in the custodial services industry at their respective disciplines. These key program personnel have helped to ensure a strong and effective working partnership with the Port Authority of NY & NJ.

All basic parking lot policing and project work, management, and control tasks at JFK parking lots, as well as project-directed tasks that may arise throughout the life of the contract, will continue to be performed by Cristi's full-time contract personnel. This will be in strict accordance with time frames, frequencies, and quality standards set forth in the Request for Proposal commensurate with best commercial practices. We use our personnel, methods, equipment, processes and supplies to clean, service, manage, and maintain the facilities and grounds under our contract purview and in

accordance with our Quality Program. Cristi supervisors, custodians, and custodial helpers will be required throughout the life of the contract to protect the Port Authority of NY &NJ's property, to cooperate with their personnel, and to observe all industry and the Port Authority of NY & NJ's specific standards for personnel safety and facility and equipment security.

Why Cristi?

Cristi is a model of stability, having never defaulted on a contract of any kind, nor having ever missed a payroll for our personnel. Our executive directors and hands-on working managers have extensive experience administering and managing a multitude of projects, many of which are similar in size, scope and complexity to the JFK Project. Because we treat our employees with dignity and respect, and because we reward exceptional performance at every level of functional and administrative activities, personnel turnover throughout the course of our work at the JFK Parking Lots project is virtually non-existent.

In short, Cristi is eminently qualified, perfectly positioned, and totally prepared to continue to provide the personnel, methods, management, and supervision necessary to continue to ensure world class services at JFK without delay and immediately upon contract award.

Corporate Commitment to Partnering

At the corporate level, we view our relationship with the Port Authority of NY & NJ as a "partnership in solutions". To that end, we are firmly committed to continuing to establish with our Port Authority counterparts, a working partnership based on cooperation, understanding, trust, and mutual respect.

As the custodial services provider at the JFK parking lots for the past 9 years, it has been our goal as one of the Port Authority's high profile, private sector partners to enhance the image of JFK for both travelers and visitors alike. We will continue to strive to provide world-class service at every level of functional performance.

Operational Overview

For the JFK custodial project, our operational objective has been "Sustained Capability and Readiness." To that end, Cristi has skillfully structured a staffing plan that not only provides best value to the Port Authority of NY & NJ, but also addresses what we believe are the two most critical keys to success on any large-scale support services endeavor.

Those keys to success are:

1. The systematic, orderly accomplishment of work – on time, within budget, and to the complete satisfaction of our client.
2. The continuous, uninterrupted gathering and dissemination of critical project information – accurately, in real time, and across all project lines.

To help accomplish our operational objective, we have organized and staffed our program to respond successfully to the following major technical and management issues:

- Need to ensure continuous, uninterrupted, high-quality services.
- Need to ensure continuous, uninterrupted quality supervision.
- Need to provide a high level of responsiveness.
- Need to work in partnership with the Port Authority Representative.
- Need to exercise strong cost and schedule controls.
- Need to maintain flexibility in response to new and changing situations.

Cristi's tradition of excellence in addressing these major technical and management issues is well documented in two ways. One, by our previous work performed for the Port Authority, and, two, by our current contract as the Custodial Services contractor at the JFK parking lots.

Green Cleaning

Cristi uses Green Cleaning to benefit our customers, our staff, and the public. The past several years have given way to new technologies in products and processes that have allowed Green Cleaning to be more effective in a near or cost-neutral manner that is good for the environment and the areas that we service. Cristi is committed to a cleaner, safer, and healthier environment.

Roadmap to the Technical Proposal

We believe our enclosed Technical Proposal addresses all critical requirements set forth in the Evaluation Criteria, as well as all relevant attachments and exhibits contained in the RFP. Further, we believe our Technical Proposal clearly demonstrates:

- Our understanding of the solicitation requirements and or realistic approach to staffing, manning, work control, and quality control
- Our ability to formulate, implement, manage, and maintain a comprehensive Management Plan to ensure the orderly accomplishment of work, to provide a continuous flow of critical information, and to affect the requisite care and safekeeping of the Port Authority facilities.
- Our ability to satisfy routine tasks and unforeseen contingencies with equal efficiency.

- Our commitment to quality, safety, and security at every level of contract performance.

Summary

Our commitment to excellence is reflected in our proposal and has been reflected in our performance as the selected Port Authority private-sector Custodial Services Contractor for the JFK Parking Lots. Our vast experience, proven performance history and excellent reputation over the past 27 years once again will serve the Port Authority of NY & NJ.

F. PROPOSAL

COST PROPOSAL

F.1. Cost Proposal Forms

We are submitting:

Attachment B – Part III – Cost Proposal Form

Attachment C – Calculation of Hourly Rates

ATTACHMENT B – PART III June 6, 2007

COST PROPOSAL FORM

JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS

FIRST YEAR

Routine and Periodic Cleaning **Annual Lump Sum Price**

$ 2,873,986.39

	Est. Annual No. of Hours	Charge Per Hour		Est. Annual Price
Snow Removal (Labor)	5,000	21	X =	$105,000
Snow Removal (Manager)	150	45.80	X =	$6,870.00

Extraordinary Cleaning Services	**Est. Annual No. of Sq. Ft./ Fixtures Hours**	**Charge Per Sq. Ft./ Fixtures Hours**		**Est. Annual Price**
Re-lamp, wash and rinse (garages)	2080 Hours	19.50	X =	$40,560.00
Cleaner Services	500 Hours	19.50	X =	$9,750.00
Policing	10,000 Sq. Ft.	0.0010	X =	$10.00
Machine Sweep	10,000 Sq. Ft.	0.005	X =	$50.00
Glass, Wash and Rinse	2,000 Sq. Ft.	0.05	X =	$100.00

COST PROPOSAL FORM

JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS

FIRST YEAR

Extraordinary Cleaning Services	Est. Annual No. of Sq. Ft./ Fixtures	Charge Per Sq. Ft./ Fixtures		Est. Annual Price
Bus shelters, wash, rinse and polish	2,000 Sq. Ft.	0.02	X=	$40.00
Lavatories, thorough cleaning	2,000 Sq. Ft.	0.02	X=	$40.00
Stainless steel, wash, rinse and polish	2,000 Sq. Ft.	0.025	X=	$50.00
Toll booths, guard booths, bus shelters Interior thorough cleaning	2,000 Sq. Ft.	0.02	X=	$40.00
Toll booths, guard booths, bus shelters exterior, wash and rinse	2,000 Sq. Ft.	0.02	X =	$40.00
Power Washing	2,000 Sq. Ft.	0.20	X =	$400.00
Degreasing	2,000 Sq. Ft.	0.20	X =	$400.00
Relamping	50 fixtures	4.25	X =	$212.50
Cut grass	2,000 Sq. Ft.	0.01	X =	$ 20.00

Total Estimated Annual Price for
Extraoridinary Cleaning Services and Snow Removal $3,037,568.89

ATTACHMENT B – PART III

COST PROPOSAL FORM

JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS

SECOND YEAR

Routine and Periodic Cleaning — **Annual Lump Sum Price**

$2,873,986.39

	Est. Annual No. of Hours	Charge Per Hour		Est. Annual Price
Snow Removal (Labor)	5,000	21	X =	$105,000.00
Snow Removal (Manager)	150	45.80	X =	$6,870.00

Extraordinary Cleaning Services	**Est. Annual No. of Sq. Ft./ Fixtures Hours**	**Charge Per Sq. Ft./ Fixtures Hours**		**Est. Annual Price**
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Machine Sweep	10,000 Sq. Ft.	0.005	X =	$50.00
Glass, Wash and Rinse	2,000 Sq. Ft.	0.05	X =	$100.00

COST PROPOSAL FORM

JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS

SECOND YEAR

Extraordinary Cleaning Services	Est. Annual No. of Sq. Ft./ Fixtures	Charge Per Sq. Ft./ Fixtures		Est. Annual Price
Bus shelters, wash, rinse and polish	2,000 Sq. Ft.	0.02	X=	$40.00
Lavatories, thorough cleaning	2,000 Sq. Ft.	0.02	X=	$40.00
Stainless steel, wash, rinse and polish	2,000 Sq. Ft.	0.025	X=	$50.00
Toll booths, guard booths, bus shelters Interior thorough cleaning	2,000 Sq. Ft.	0.02	X=	$40.00
Toll booths, guard booths, bus shelters exterior, wash and rinse	2,000 Sq. Ft.	0.02	X =	$40.00
Power Washing	2,000 Sq. Ft.	0.20	X =	$400.00
Degreasing	2,000 Sq. Ft.	0.20	X =	$400.00
Relamping	50 fixtures	4.25	X =	$212.50
Cut grass	2,000 Sq. Ft.	0.01	X =	$ 20.00

Total Estimated Annual Price for
Extraoridinary Cleaning Services and Snow Removal $ 3,037.568.89

ATTACHMENT B – PART III

COST PROPOSAL FORM

JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS

THIRD YEAR

Routine and Periodic Cleaning — **Annual Lump Sum Price**

$ 2,873,986.39

	Est. Annual No. of Hours	Charge Per Hour		Est. Annual Price
Snow Removal (Labor)	5,000	21	X =	$ 105,000
Snow Removal (Manager)	150	45.80	X =	$ 6,870.00

Extraordinary Cleaning Services	**Est. Annual No. of Sq. Ft./ Fixtures Hours**	**Charge Per Sq. Ft./ Fixtures Hours**		**Est. Annual Price**
Re-lamp, wash and rinse (garages)	2080 Hours	19.50	X =	$40,560.00
Cleaner Services	500 Hours	19.50	X =	$ 9,750.00
Policing	10,000 Sq. Ft.	0.0010	X =	$ 10.00
Machine Sweep	10,000 Sq. Ft.	0.005	X =	$ 50.00
Glass, Wash and Rinse	2,000 Sq. Ft.	0.05	X =	$ 100.00

COST PROPOSAL FORM

JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS

THIRD YEAR

Extraordinary Cleaning Services	Est. Annual No. of Sq. Ft./ Fixtures	Charge Per Sq. Ft./ Fixtures		Est. Annual Price
Bus shelters, wash, rinse and polish	2,000 Sq. Ft.	0.02	X=	$40.00
Lavatories, thorough cleaning	2,000 Sq. Ft.	0.02	X=	$40.00
Stainless steel, wash, rinse and polish	2,000 Sq. Ft.	0.025	X=	$50.00
Toll booths, guard booths, bus shelters Interior thorough cleaning	2,000 Sq. Ft.	0.02	X=	$40.00
Toll booths, guard booths, bus shelters exterior, wash and rinse	2,000 Sq. Ft.	0.02	X =	$40.00
Power Washing	2,000 Sq. Ft.	0.20	X =	$400.00
Degreasing	2,000 Sq. Ft.	0.20	X =	$400.00
Relamping	50 fixtures	4.25	X =	$212.50
Cut grass	2,000 Sq. Ft.	0.01	X =	$ 20.00

Total Estimated Annual Price for
Extraoridinary Cleaning Services and Snow Removal $3,037,568.89

COST PROPOSAL FORM

JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS

A.	**Estimated Annual Contract Price First Year**	$3,037,568.89
B.	**Estimated Annual Contract Price Second Year**	$3,037,568.89
C.	**Estimated Annual Contract Price Third Year**	$3,037,568.89
	Total Estimated Contract Price Three (3) Years	$9,112,706.67
	(Add A, B, and C)	

DIRECT WAGES AND BENEFITS

WAGES

Manager	$22.91 + Benefits
Clerk	$11.99 + Benefits
Supervisors	$14.68 + Benefits
Cleaners	$11.96 + Benefits
Sweeper Drivers (CDL)	$13.33 + Benefits
Mechanic	$13.33 + Benefits

BENEFITS

Manager	12 Holidays 10 Vacation Days 3 Sick Days 1 Personal Day Health Package Simple IRA

Supervisors	6 Holidays 10 Vacation Days 3 Sick Days 1 Personal Day Health Package Simple IRA

Cleaners / Sweeper Drivers / Mechanic	6 Holidays 10 Vacation Days 3 Sick Days 1 Personal Day Health Package

ATTACHMENT C
PROPOSER NAME: Cristi Cleaning Service PROPOSAL NUMBER 13304

CALCULATION OF HOURLY RATE

GENERAL CLEANING AND MACHINE SWEEPING AT JFK INT'L AIRPORT

CLEANER

ITEM #1 DIRECT WAGES NUMBER OF EMPLOYEES	$ 11.96 63	item 1
ITEM #2 HEALTH BENEFITS HEALTH	$ 1.875	
ITEM #3 SUPPLEMENTAL BENEFITS (ITEMS NOT REQUIRED BY LAW)		NUMBER OF DAYS PROVIDED
HOLIDAY ALLOWANCE	$ 0.2760	6
VACATION ALLOWANCE	$ 0.4600	10
SICK TIME ALLOWANCE	$ 0.1300	3
PENSION	$	
WELFARE	$	
OTHER SUPPLEMENTAL BENEFITS SPECIFY Personal Day	$ 0.0460	1
SUB TOTAL (ITEMS #1 & 2)	$ 14.747	sub total 1&2
ITEM #3 TAXES AND INSURANCE (ITEM REQUIRED BY LAW)		
F.I.C.A.	$ 0.915	
N.Y.S.U.I.	$ 0.41	
F.U.I.	$ 0.09	
WORKERS' COMPENSATION	$ 0.71	
GENERAL LIABILITY INSURANCE	$ 0.79	
DISABILITY INSURANCE	$ 0.09	
OTHER TAXES AND INSURANCE SPECIFY	$	
ITEM #4 ADDITIONAL COMPONENTS (IF APPLICABLE)		
VEHICLE/MTCE/FUEL	$ 0.82	
UNIFORMS	$ 0.17	
EQUIPMENT	$ 0.71	
MATERIALS	$ 1.00	
SUPPLIES	$ .19	
RELIEF	$ .24	
ROLL CALL	$	
OTHER COMPONENTS NOT SPECIFIED ABOVE SPECIFY	$	
GENERAL ADMINISTRATIVE COSTS, OVERHEAD AND PROFIT	$ 1.79	
TOTAL (ITEMS #1, 2, 3 AND 4)	$ 21.882	

ATTACHMENT C
PROPOSER NAME: Cristi Cleaning Service PROPOSAL NUMBER 13304

CALCULATION OF HOURLY RATE

GENERAL CLEANING AND MACHINE SWEEPING AT JFK INT'L AIRPORT

SUPERVISOR

ITEM #1 DIRECT WAGES NUMBER OF EMPLOYEES	$ 14.68 6	item 1
ITEM #2 HEALTH BENEFITS HEALTH	$ 1.875	
ITEM #3 SUPPLEMENTAL BENEFITS (ITEMS NOT REQUIRED BY LAW)		NUMBER OF DAYS PROVIDED
HOLIDAY ALLOWANCE	$ 0.3388	6
VACATION ALLOWANCE	$ 0.5647	10
SICK TIME ALLOWANCE	$ 0.1694	3
PENSION	$	
WELFARE	$	
OTHER SUPPLEMENTAL BENEFITS SPECIFY 1Personal Day	$ 0.0565	1
SUB TOTAL (ITEMS #1 & 2)	$ 17.69	sub total 1&2
ITEM #3 TAXES AND INSURANCE (ITEM REQUIRED BY LAW)		
F.I.C.A.	$ 1.123	
N.Y.S.U.I.	$ 0.499	
F.U.I.	$ 0.117	
WORKERS' COMPENSATION	$ 0.880	
GENERAL LIABILITY INSURANCE	$ 0.880	
DISABILITY INSURANCE	$ 0.107	
OTHER TAXES AND INSURANCE SPECIFY	$	
ITEM #4 ADDITIONAL COMPONENTS (IF APPLICABLE)		
VEHICLE/MTCE/FUEL	$	
UNIFORMS	$ 0.17	
EQUIPMENT	$	
MATERIALS	$	
SUPPLIES	$	
RELIEF	$	
ROLL CALL	$	
OTHER COMPONENTS NOT SPECIFIED ABOVE SPECIFY	$	
GENERAL ADMINISTRATIVE COSTS, OVERHEAD AND PROFIT	$ 1.79	
TOTAL (ITEMS #1, 2, 3 AND 4)	$ 23.256	

Cristi Cleaning Service
JFK International Airport
Staffing Plan

Management

1	Project Manager	5 Days a Week	8 Hours per Day	40 Hours per Week
1	Administrative Clerk	5 Days a Week	4 Hours per Day	20 Hours per Week
3	Supervisors	5 Days a Week	24 Hours per Day	120 Hours per Week
3	Weekend Supervisors	2 Days a Week	24 Hours per Day	48 Hours per Week
			Total	228 Hours per Week

Station Cleaning

1	Station A Cleaner B-Tour	5 Days a Week	8 Hours per Day	40 Hours per Week
1	Station A Cleaner C-Tour	5 Days a Week	8 Hours per Day	40 Hours per Week
1	Station A Cleaner B/C-Tour	2 Days a Week	16 Hours per Day	32 Hours per Week
2	Station B Cleaners B-Tour	5 Days a Week	16 Hours per Day	80 Hours per Week
2	Station B Cleaners C-Tour	5 Days a Week	16 Hours per Day	80 Hours per Week
2	Station B Cleaners B/C-Tour	2 Days a Week	32 Hours per Day	64 Hours per Week
5	Station C Cleaners B-Tour	5 Days a Week	40 Hours per Day	200 Hours per Week
5	Station C Cleaners C-Tour	5 Days a Week	40 Hours per Day	200 Hours per Week
5	Station C Cleaners B/C-Tour	2 Days a Week	80 Hours per Day	160 Hours per Week
2	Station D Cleaners B-Tour	5 Days a Week	16 Hours per Day	80 Hours per Week
2	Station D Cleaners C-Tour	5 Days a Week	16 Hours per Day	80 Hours per Week
2	Station D Cleaners B/C-Tour	2 Days a Week	32 Hours per Day	64 Hours per Week
			Total	1120 Hours per Week

Hanger 12 Overflow Lot

1	Cleaner B Tour	5 Days a Week	8 Hours per Day	40 Hours per Week
1	Cleaner C Tour	5 Days a Week	8 Hours per Day	40 Hours per Week
1	Cleaner B/C Tour	2 Days a Week	16 Hours per Day	32 Hours per Week
			Total	112 Hours per Week

Vehicle/Equipment Maintenance

1	Mechanic	5 Days a Week	8 Hours a Day	40 Hours per Week
			Total	40 Hours per Week

Periodic Cleaning

2	Cleaners	5 Days a Week	16 Hours a Day	80 Hours per Week
			Total	80 Hours per Week

Total Hours per Week: 1580 Hours per Week

Machine Sweeping

1	Sweeper Driver C-Tour	5 Days a Week	8 Hours a Day	40 Hours per Wee
1	Sweeper Driver A-Tour	5 Days a Week	8 Hours a Day	40 Hours per Wee
1	Sweeper Driver C/A Tour	2 Days a Week	16 Hours a Day	32 Hours per Wee
1	Sweeper Driver A-Tour CDL	5 Days a Week	8 Hours a Day	40 Hours per Wee
1	Sweeper Driver A-Tour CDL	2 Days a Week	8 Hours a Day	16 Hours per Wee
			Total	168 Hours per Wee

Garage Machine Sweeping

2	Sweeper Drivers	5 Days a Week	16 Hours a Day	80 Hours per Wee
2	Sweeper Drivers	2 Days a Week	16 Hours a Day	32 Hours per Wee
			Total	112 Hours per Wee

Night Litter Patrol

2	Night Patrol Cleaners	5 Days a Week	16 Hours a Day	80 Hours per Wee
2	Night Patrol Cleaners	2 Days a Week	16 Hours a Day	32 Hours per Wee
			Total	112 Hours per Wee

Thorough Cleaning (Toll Plaza and Taxi Dispatch Lavatories)

1	Thorough Cleaner B-Tour	5 Days a Week	8 Hours a Day	40 Hours per We
1	Thorough Cleaner C-Tour	5 Days a Week	8 Hours a Day	40 Hours per We
1	Thorough Cleaner B/C-Tour	2 Days a Week	16 Hours a Day	32 Hours per We
			Total	112 Hours per We

Thorough Cleaning (Guard Booths and Toll Booths)

1	Thorough Cleaner B-Tour	5 Days a Week	8 Hours a Day	40 Hours per We
1	Thorough Cleaner C-Tour	5 Days a Week	8 Hours a Day	40 Hours per We
1	Thorough Cleaner B/C-Tour	2 Days a Week	16 Hours a Day	32 Hours per We
			Total	112 Hours per We

Lunch Relief

2	Cleaners B-Tour	5 Days a Week	16 Hours a Day	80 Hours per We
2	Cleaners C-Tour	5 Days a Week	16 Hours a Day	80 Hours per We
2	Cleaners B/C-Tour	2 Days a Week	32 Hours a Day	64 Hours per We
			Total	224 Hours per We

Aqueduct Racetrack Cleaning

1	Cleaner	1 Day a Week	8 Hours a Day	8 Hours per We
1	Sweeper Driver	1 Day a Week	4 Hours a Day	4 Hours per We
			Total	12 Hours per We

Total Hours per Week: 852 Hours per W

F.2 Management Approach

F.2.A Current Staff

CRISTI currently has 450 full time-part-time employees and has had 410 full time-part-time employees in 2005 and 375 in 2004.

F.2.B Staffing Plan

See Attachment

F.2.C Management

Cristi Cleaning Services has been performing these services at J.F.K for the past 9 years with excellent results in performance and customer relations reports, we know exactly the needs and difficulties to perform at J.F.K and during the years of services we developed a cleaning program and schedules that perfectly feats the needs of the facilities.

Staff, Wages and Supplemental Benefits

In order to meet the various requirements contained in the solicitation, we propose to assign a total of 71 personnel to this contract. These personnel will include the Project Manager, Supervisors, General Cleaners and Sweeper Drivers as shown below. We are presenting our staffing by position, number of full-time or part-time personnel and productive labor hours (PLH) for each category. Understanding of the solicitation requirements, coupled with our vast experience, ensures the Port Authority that we are assigning the proper numbers and types of personnel to meet and exceed all requirements.

The Project Manager will be the primary individual with responsibility for proper performance of all contract requirements. He will report directly to our corporate Vice President on all contract matters. This direct reporting to corporate ensures unbiased reporting of contract status and allows us to take proactive steps to make corrections, suggestions, etc. should that become necessary. The assigned Supervisors will work for,

suggestions, etc. should that become necessary. The assigned Supervisors will work for, and report directly to, the Project Manager. They will be assigned the various shifts as outlined in the solicitation, with one supervisor on-site at all times. These individuals will function in a purely supervisory capacity due to the size and scope of this contract, ensuring the personnel assigned to work for them are providing the Port Authority, its travelers and visitors with the best cleaning services available at all times. Our General Cleaners will work directly for their Supervisors and will be responsible for performing all assigned tasks in a professional and courteous manner at all times.

Personnel will be assigned according to function, with a breakout between full and part-time for station cleaning, routine cleaning, periodic work, extraordinary work (as needed) and snow removal/flood response (also as needed). Many of the personnel we assign to this contract will perform part-time duties in more than one function, which enables us to move personnel as necessary to meet all requirements and has the added benefit of aiding with cross-training, enabling us to assign personnel where and when necessary to meet contingencies, unexpected increases in work loads, adverse weather requirements and other factors which could otherwise disrupt the work force. Others listed, as part-time employees will be just those individuals who desire to work less than 40 hours per week. To the maximum extent possible, we will utilize personnel as closely to full-time as possible and desired.

Insurance

CRISTI will procure and maintain the following insurance: (a) Workmen's Compensation and Employer's Liability insurance as required by law, limits to be statutory; (b) Commercial General Liability insurance with limits of liability of not less than the amount required by P.A (c) Automobile Liability insurance (covering owned, hired and non-owned vehicles used in or in connection with performance of the services) with limits of liability of not less than the amount required by P.A

Conditions of Insurance

All insurance maintained by CRISTI pursuant to this Agreement shall provide that it may not be cancelled or changed in coverage without at least ten (10) days' prior written notice to the PA. The PA may request CRISTI to furnish certificates of insurance evidencing the coverage's required hereunder.

F.2.D Supplemental Benefits

To ensure continuity of staff and to preclude large personnel turnover, Cristi Cleaning Service will provide a comprehensive wage and benefit plan for employees assigned to this contract. This will include not only mandated wages insurance taxes required by law, but also includes vacation, holidays, sick days and a medical plan which is available for both full and part-time employees. For this contract, we will provide the following supplemental benefits to our employees:

- Two (2) week paid vacation annually
- Six (6) paid holidays annually
- Three (3) paid sick days annually
- One (1) personal day annually
- Medical plan Local 348 Health & Welfare Family Fund
- Simple IRA (Supervisors & Managers) See Attachment

Employee eligibility for benefits will start on the first day of the contract for all employees. If an employee is terminated or resigns, he or she will be entitled to accrued money for vacation, sick days, etc. depending on his or her time with the company.

Cristi Cleaning Services
Retirement Plan

Plan Overview:

Cristi Cleaning currently offers all eligible employees a retirement plan offered through the Oppenheimer Funds Group. Employee contribution up to $10,500 are automatically deducted from their paychecks on a pre-tax basis and Cristi Cleaning matches these contributions dollar for dollar up to 3% of salary. All contributions are fully vested.

Employee Eligibility:

Cristi Cleaning agrees to allow all employees to participate who satisfy the following requirements:

- All full-time, non-union, employees who have worked in the preceding two calendar years.

Employee Contributions:

All eligible employees may make an election to have his or her salary reduced each pay period. An employee on a calendar quarter basis may modify these elections. Cristi Cleaning makes contribution directly to Oppenheimer Funds into accounts that are set-up separately for each employee. Cristi Cleaning does not "pool" contributions.

Employer Contributions:

For each calendar year, Cristi Cleaning will contribute a matching contribution to each eligible employee's account equal to the employees' contribution up to a limit of 3% of the employee's salary. Cristi Cleaning employees are immediately 100% vested in all contributions.

Investment Selection:

Each participant can select investments from the Oppenheimer Funds family and decide how much of their contributions will be invested in each fund. Employees have complete control over the investment decisions in their accounts.

Commitment to the Project

Cristi Cleaning Service has the financial resources in place and personnel reserves on hand to assume the duties and responsibilities of the General Cleaning Services contract at J.F.K International Airport immediately upon notice of contract award. While our organizational structure provides for successful performance by our on-site personnel, it also builds in a system of corporate oversight controls. Mr. Ricardo Lopez, our corporate Vice President, is at the core of our corporate headquarters, monitoring contract performance and providing management insight and support, as necessary, to ensure cost-effective performance commensurate with all contract requirements.

Additionally, Mr. Lopez conducts regular personnel evaluations to ensure that contract performance meets and/ or exceeds all goals, expectations and objectives set forth by the Port Authority. With direct and ongoing involvement at this level from our corporate offices, this contract will receive the highest level of management attentions and corporate support throughout the life of the contract.

F3. TECHNICAL EXPERIENCE

F.3.A. Listing of Cleaning Contractors

NAME: ***JOHN F. KENNEDY INTERNATIONAL AIRPORT***

PLACE OF PERFORMANCE: JFK AIRPORT PARKING LOTS, NY
CONTACT: JEFF AGOGLIA
718-244-3652
E-MAIL ADDRESS: JAGOGLIA@PANYNJ.GOV
WORK PERFORMED: CUSTODIAL SERVICES OF PARKING LOTS
DATE COMPLETED: 6/1/01 TO 5/31/07
PRICE: 2,400.000.00

NAME: ***LAGUARDIA AIRPORT***

PLACE OF PERFORMANCE: LAGUARDIA AIRPORT PARKING LOTS, NY
CONTACT: ROBERT BARNES
718-533-3483 TEL
E-MAIL ADDRESS: RBARNES@PANYNJ.COM
WORK PERFORMED: PARKING LOT CLEANING AND POLICING
DATE COMPLETED: 11/1/01 TO 10/31/07
PRICE: 1,800.000.00

NAME: ***JOHN F. KENNEDY INTERNATIONAL AIRPORT***

PLACE OF PERFORMANCE: JFK AIRPORT BUILDING 14
CONTACT: DAVE HOLT
718-244-3556
WORK PERFORMED: GENERAL CLEANING SERVICES
EMAIL ADDRESS: DHOLT@PANYNJ.GOV
DATE COMPLETED: MARCH 2003 TO DATE
PRICE: 1,800.000.00

NAME: ***LAGUARDIA AIRPORT-MARINE AIR TERMINAL***

PLACE OF PERFORMANCE: LAGUARDIA AIRPORT-MARINE AIR TERMINAL
CONTACT: ROBERT BARNES
718-533-3483
E-MAIL ADDRESS: RBARNES@PANYNJ.COM
WORK PERFORMED: GENERAL CLEANING SERVICES
DATE COMPLETED: 08/01/07 TO 08/01/2010
PRICE: 3,944.263.00

NAME: ***AVPORTS TETERBORO AIRPORT***

PLACE OF PERFORMANCE: TETERBORO AIRPORT, NJ
CONTACT: JOHN PANARELLO, MANAGER (201) 288-1775
WORK PERFORMED: GENERAL CLEANING SERVICES
DATE COMPLETED: 03/01/2007 TO 02/28/2010
PRICE: 4,323.90

F.3.B Key Employee Resumes

We are including the resumes of the proposed management for this contract.

Manuel Gonzalez

Exemption (1)

PROFESSIONAL EXPERIENCE

CRISTI CLEANING INC, HACKENSACK, NJ **June 1998 to Present**

Resident / Site Manager June 2005 to Present

- Prepare payroll bi-weekly
- Execute daily staff schedule for approximately fifty employees
- Responsible for handling snow schedule for the winter season
- Interview new hires
- Compile and maintain records concerning employees vacation, sick time, and tardiness
- Review disciplinary report as needed
- Perform field sit inspection to assure all is correct
- Authorize repairs service on all company's vehicles
- Reasonable ordering supplies
- Knowledgeable in safety measures, such as First Aid and C. P. R.
- Liaison for Port Authority and Cristi Cleaning

Assistance Manager Fed 2004 to June 2005

- Responsible for preparing payroll bi-weekly
- Handled daily schedule for fifty employees
- Authorized ordering supplies
- Trained new staff for their role
- Supported as backup for supervisor
- Assisted manager on projects as needed

Evening Supervisor June 1998 to Fed 2004

- Oversee thirteen employees
- Aided as backup for staff shortage
- Implemented disciplinary report on subordinate employee
- Performed field site inspection to assure all is clean
- Assisted management on projects as needed

MARIO'S AUTO REPAIR SHOP **Jan 1991 to June 1998**

Self Employee / Auto Body Restoration Expert

- Restored classis cars
- Handled all types of body work
- Negotiated price with client
- Provided client service contract on job performed
- Ordered supplies as needed

EDUCATION

Colegio San Luis Gonzaga, Cartago Costa Rica

Building Service Contractors Association International

presents this

Certificate of Attendance

to

Manuel Gonzalez

For Completion of the 2002 Supervision Seminar
and Grants 2 CEU's for Attendance

Certificate of Achievement

This certifies that

MANUEL GONZALÉZ

has successfully completed

Butcher's Bloodborne Pathogen Training

BUTCHER'S®

bloodborne pathogen training
be prepared

Signature

10/26/09
Date

90039069-0398

Johny Mantilla

Exemption (1)

EXPERIENCE:

June, 2001 - Present

Cristi Clenaing Service Corp.
77 Trinity Place, Hackensack, NJ 06701 • Tel: 201-867-7319
Position:Supervisor
Responsibilities: To overlook the work, making sure the all the areas are clean and supervised.

May 1999- 2002

Allied - Spect Guard
Bld. 14 Jamaica, NY 11430- John F. Kennedy Airport • Tel: 718-553-6093
Position: Taxi Dispatcher
Responsibilities: Dispatching Taxi and Customer Service
• Heavy Telephone Coverage in timely manner fashion.

July 1998 - May 1999

Smart Carte Inc.
John F. Kennedy Airport • Tel: 612-429-3619
Position: Associate
Responsibilities:Lead Associate in the Terminal at JFK

Oct. 1987 - Oct. 1998

A and R Food Services
JFK Airport Terminal Delta • Tel: 718:632-6662
Position: Customer Servcie
Reposibilities: Food Services Preparation

August 1996-Sep1997

Host Marriot
Terminal 3 Delta - John F. Kennedy Airport • Tel: 718-995-7796
Position: Food Service Preparation Management
Responsibilities: Food Preparation

January 1992 - May 1996.

Richanzza Boutique
Policentro Local #20, Guayaquil, Ecudor SA
Tel: 011-5934-281-595 / 398-063
Position: Sales Manager
Responsibilities: Ordering, Purchasing and Sales of Clothing

May 1982- Sep 1992

Chase Manhattan Bank, New York
4 Chase Metrotech Center, 10th Floor, Brooklyn, New York 11245
Tel: 718-242-7328 / 7355
Position: Computer Operator I
Responsibilities: Duties included extensive use of MUS, TSO and Jess II commands, running Production and test job: Management of print quest: job required knowledge of laser and impact printers, mounting of specialized from, verified correct quality and accuracy of print job(Statements, paycheck and miscellaneous reports)

Skills:

• Expericned Supervisor and computer Operator who combines strong managereial, planning, solving and communication skills with proven ability.
• Porven ability to intereact effectivley with clients, co-workers and management,
• Able to fuction independlety or work effectively in a team enviroment
• Have supervised and trained support staff.
• Fluent in Spanish and Englsih

References: Available upon request

Building Service Contractors Association International

presents this

Certificate of Attendance

to

Johnny Mantilla

For Completion of the 2004 Supervision Seminar
and Grants 2 CEU's for Attendance

36156

THE PORT AUTHORITY OF NY & NJ

CERTIFICATE OF ATTENDANCE

This is to certify that

Mantilla D Johnny *of* CRISTI CLEANING SERVICES

Employee *Company*

has completed Security Identification Display Area Training in compliance with FAA Regulation 107.25.

Date of Training: 12-13-05

Signed: Patrick McGuire

Instructor

This form must be completed and bear an original signature of the instructor to be valid. Return the SIDA Certificate with the individual's ID Card application in order for the form to be accepted and an ID Card issued. A passing exam score must be noted on this form.

Date of Birth or S.S.# 11 / 10 / 59 *Current ID Card Number* _____

Exam Score 100%

The Port Authority of New York and New Jersey • JFK International Airport

Eddy Rosario

Exemption (1)

Experience

2002–current Cristi Cleaning service Queens, NY

Supervisor

- Responsible for the safety and performance of the workers under my supervision.
- Managed different types of vehicles like, Sweeper machine, scrubber machine and pick-up truck
- Performed training course for new recruits — speeding the company's performance.
- Suggested check-ups for the machines that helped to keep them working properly for a longer time and also saved money for company.
- Leading team work to improve the company presentation.
- Handling paperwork under the strict supervision of the Port Authority

2001-2002 Tuscan square New York, NY

Catering

- Handling the customers' complaints and suggestions.
- Managed sales and inventory.
- Responsible for big amounts of cash.

Education

2003-2005 LaGuardia Community College Queens, NY

- Network Administration.
- Completed 43 credits.

1998–2000 University (U.C.E) Dominican Republic

- Computer Science.

Completed 38 credits.

Skills

Bilingual, English – Spanish, Microsoft Word, Microsoft office Excel Internet Explorer

References

Furnished Upon Request.

Angel Maldonado

Objective

To obtain a challenging position in general maintenance department.

Experience

1997–present **Cristi Cleaning Srvc., JFK Airport** **Queens, NY**
Maintenance

- General maintenance of parking lots.
- Temporary supervisor for different shifts.

1995–1996 **Vidal Construction** **Caguas, PR**
Construction worker

- General construction.

1993–1995 **HI-TECH Auto Detailing** **Caguas, PR**
Supervisor/ Detailer

- Automobile detailing.
- Part-time supervisor.

Education

1993–1995 **Jose Gautier Benitez, H.S.** **Caguas, PR**

- Achieved high school diploma.
- Two year vocational course in computer programming.
- Achieved diploma.

Interests

- Obtaining a general maintenance position.

Bilingual

- Speak, read and write fluently in English and Spanish.

Volunteer

Puerto Rico National Guard.

- Military officer.

Certificate of Achievement

This certifies that

ANGEL MALDONADO

has successfully completed

Butcher's Bloodborne Pathogen Training

bloodborne pathogen training
bp
be prepared

BUTCHER'S

Signature

5-8-01
Date

90039069-0398

BSCAI

Building
Service
Contractors
Association
International

presents this

Certificate of Attendance

to

Angel Maldonado

For Completion of the 2002 Supervision Seminar
and Grants 2 CEU's for Attendance

David Brathwaite

Exemption (1)

Summary

- Skilled at learning new concepts quickly, working well under pressure, and communicating ideas in a clear and effective manner.
- Very detail oriented.
- Willing to learn quickly and is able to adapt to new environments easily.
- Equipment Specialist.

Education

Institute of Design and Construction, Brooklyn NY — *1987-1989*
- Architecture

Greater New York Academy — *1980-1984*
- High School Diploma received 06/1984.

Career History & Accomplishments

Cristi Cleaning, Queens New York — *1998-Present*
- Weekend Supervisor

Peter's Architecture Carpentry, New York — *1994-1998*
- Design and Carpentry

New Paradise Ambulate, New York — *1998-1989*
- Driver
- Assisted passengers with disabilities

J&B Auto, New York — *1987-1988*
- Auto Repair

References:

Available upon request

Certificate of Achievement

This certifies that

DAVID BRATHWAITE

has successfully completed

Butcher's Bloodborne Pathogen Training

bloodborne pathogen training
be prepared

BUTCHER'S®

Signature

10/26/01
Date

90039069-0398

F.3.C Qualification Requirement of Key Personnel

Training Plan

CRISTI have qualified personnel competent in the skills needed for their assigned positions. Incumbent personnel and new hires will be selected for their demonstrated skills and experience. We will, however, provide a refreshment training program to our employees with the exact equipment and systems they will be operating and to improve their overall skill levels.

During the course of the project, we will provide additional training at both the working and supervisory level. Our goal for the training program is the ongoing enhancement of work force productivity, safety, security and stability. This will be achieved by implementing a training program designed to develop an experienced, capable pool of "promotable" employees. By fostering internal promotion, we provide clearly defined career paths; increase individual employee motivation and work force stability.

All employees, including part-time and on-call personnel, will receive orientation training on the importance and necessity of strict compliance with all quality control, safety, and security policies and procedures. The orientation will occur during the initial phase-in period. Employees hired after the phase-in will be given this introductory briefing during their processing period, before they begin actual work. Training will be provided to familiarize new employees with CRISTI, our policies and procedures, and the facilities and equipment they will be using.

Our Training Program consists of five phases:

1. Classroom Training;
2. On the Job Training;
3. Supervised Practice;
4. Evaluation;
5. Follow-up.

We emphasize the use of the latest videotape material from the Building Services Contractors Association International (BSCAI) and other sources for both initial and continual training.

Our training program is the key component in providing quality service. Our goal is to thoroughly familiarize each staff member with his own job description and a description of services to be provided. Through a combination of on the job training, classroom training and visual aids, each person will be trained in the science of their respective duties and responsibilities.

The Project Manager and supervisors, depending on the position involved will provide on-site training as necessary. Corporate training specialists are available to implement supervisory training programs and special instruction for non-supervisory personnel on new techniques and products.

An orientation and training program will be developed to address both categories of employees: supervisory and non-supervisory labor. The program for both categories will include topics such as standards of conduct, duties, and responsibilities, safety, quality control, energy conservation tactics, emergency measures, and our own company policies and procedures. CRISTI firmly believes that the orientation and initial training provided to employee's forms the foundation for a highly qualified and professional project staff. Topics pertinent to supervisors will include subjects

such as supervisory techniques, work control, time management and job-related problem solving. The personnel orientation and learning program addresses such topics as work assignment, proficient task accomplishment (by each skill category), work efficiencies, and time utilization.

In addition to the introduction of new knowledge, our training program is designed to reinforce and develop existing skills. Our comprehensive training program includes on-the-job training and an extensive library of self-instructional courses. The reference material includes handbooks, workbooks, equipment manuals, and audiovisual tapes covering a wide range of custodial maintenance topics. Reference materials are among the best and most current available.

Employee Training

Because our product is the service performed by our people, human resources are our most valuable asset. Accordingly, CRISTI is firmly committed to the constant development of our internal labor pool. We firmly believe in developing well-rounded, highly qualified, employees. During the initial training program our Service Manual will be distributed to every employee. The manual defines the procedures for regular and periodic chores we have found to be most effective in carrying out their tasks. The manual is designed as a reference guide to direct employees in the performance of contract requirements.

We require our employees to actively participate in training courses covering technical aspects related to their areas of responsibility. The training programs may take many forms, including on-the-job instruction, sel-instructional training courses, audiovisual programs, and group discussions. We strongly support employee suggestions for improving operations.

Our training program for on-the-job instruction provides the trainee with hands-on experience. Under the close direction of a supervisor, training time usually consists of 15% explanation, 25% demonstration, and 60% practice. Although this distribution will vary according to a specific job and skill level, most emphasis is placed on practice, since the employee learns best by actual performance.

To round out our training program, we use specially developed, self-instructional courses covering various aspects of maintenance services. These courses are arranged to make subjects easy to understand and important information easy to remember. Material is presented in a concise manner. The language is simple, and the courses are aimed at trainees who are not necessarily book oriented. The programs introduce and orient personnel to:

1. Cleaning Chemicals
2. Powered Equipment
3. Carpet Care
4. Floor Care
5. Rest Room Care

Periodically, small groups of personnel will assemble with their supervisor to discuss technical topics. During these meetings, supervisors disseminate information regarding the latest improvements in maintenance techniques, products, and equipment. Workers are encouraged to present their ideas to improve methods associated with their areas of responsibility. This stimulation of ideas frequently yields economy, enhanced results, and performance that ultimately contributes to greater client satisfaction and cost effectiveness.

Aside from the tangible benefits evolving from improved methods, the personal satisfaction that employees derive from seeing their ideas being implemented is also rewarding and a strong source of job motivation.

Training of Other Personnel

CRISTI realizes that not all training can be the same. Instead, the training must be tailored to the specific needs of the personnel and their work requirements. For personnel other than supervisory and maintenance staff, we have developed the following customized training program.

Training will be geared to on-the-job training and cross training. Supervisors are responsible for all safety related training including the hazard communications program (OSHA Right-to-know Law), proper use of tools and equipment (including personal protective equipment) and task specific safety training. They will also be responsible for identifying and recommending technical seminars and training programs to keep employees' knowledge current. Training records will be placed in the official personnel files.

- Orientation. Each employee receives orientation training related to performance. Corporate training specialists explain corporate overview, policies and procedures and project mission. Each new employee will become familiar with duties pertinent to his/her job, and with the logistics of the operation, such as procedures to obtain necessary parts and materials. In addition, our high standards for quality performance will be emphasized, our quality and safety programs explained, and worker's responsibilities reviewed.

- On-the-Job Training (OJT). The most effective method of teaching is personalized on-the-job training under actual operation and maintenance conditions. Supervisors provide hands-on training tailored to new procedures, equipment, and/or the hazards of each work task. Our approach to OJT is to: determine the personnel who are to receive the training; design a course tailored to the system and the personnel involved; assign instruction and establish a training schedule that will not interfere with operations.

- Cross Training. Cross training will be used to provide personnel with more than one skill or application of skills to new processes/equipment.

Training Program for Supervisory Personnel

The successful performance depends on the ability of supervisors to direct and motivate their staffs effectively. It is our policy to enhance our supervisors' management skills and technical knowledge. Topics covered in supervisory training include:

1. Basic Supervision - Outlines, in detail, the duties and responsibilities of supervisors, and the importance of supervisors and their role in our professional management structure. Areas such as job specifications, client interface, complaint handling, assignments, absentee coverage, employee discipline, rules and regulations enforcement, care and responsibility for equipment, quality inspections, enforcement of safe work practices, and administrative responsibilities are covered.

2. Motivation of Personnel - Designed to reduce unnecessary employee turnover as well as the cost arising from administrative and training expenses associated with hiring unskilled and semiskilled personnel. This topic stresses the need for supervisors to be morale-conscious, and to convey a sense of acceptance, belonging, and esteem to all subordinates. The following motivational techniques are also discussed:

   A. Giving qualified personnel additional responsibility.
   B. Creating an interest in the job.

Supervisory training will be provided on-site thorough small, informal sessions. The procedures, guidelines and concepts will be presented in a manner, which meets the specific needs of our supervisory team. Below is an overview of the major topics, which will be discussed:

1. The project organization, its goals, and objectives.
2. The Supervisor's management role.
3. Responsibility for organization goals:
   A. Workmanship
   B. Equipment reliability and condition
   C. Schedule compliance
   D. Work planning
   E. Client relations
   F. Cost Control
   G. Preventive Maintenance
   H. Safety
   I. Security

4. Supervisory Techniques:

   A. Employee development and training
   B. Morale maintenance/Motivation
   C. Work efficiency
   D. Discipline
   E. Employee Counseling

5. Performance Evaluation Considerations

6. Pitfalls to be avoided

7. Promoting open discussion and fair exchange of ideas.

Our management development program incorporates the following:

1. A supervised management-training program.
2. Seminars sponsored by the BSCAI.
3. Certification as Registered Building Service Managers (RBSM) and Certified Building Service Executives (CBSE).

As indicated above, this program will be supplemented and tailored to the needs of our supervisory staff by corporate training specialists, incorporating the use of special-subject, audiovisual productions and seminars.

Security

Cristi Cleaning is aware of the importance of security at J.F.K International Airport. We will formulate and use a Security Training specifically designed for the contract. Our Project Manager will be our designated issuing officer for the contract. As the point-of-contact on all security matters, our Project Manager will be responsible for:

1. Implementing Cristi Cleaning's Security Training.
2. Applying identification passes in a timely manner and in accordance with our Security Plan.
3. Following necessary procedures for applying for security clearances.
4. Interfacing with J.F.K International Airport security personnel.
5. Attendance of all security seminars.

Identification

In addition, our Project Manager will ensure, on a daily basis, that all on-site employees working at the PA facility possesses a company identification prior to beginning his/her tour of duty.

Our Project Manager will ensure that each CRISTI employee is made available for photo identification badges, as required by the company, These badges will be issued individually, following the receipt of a favorable security report on the employee. CRISTI employees will sign their badge at the time they are photographed.

COST PROPOSAL FORM

JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS

A. **Estimated Annual Contract Price First Year** $_____

B. **Estimated Annual Contract Price Second Year** $_____

C. **Estimated Annual Contract Price Third Year** $_____

Total Estimated Contract Price Three (3) Years $_____

(Add A, B, and C)

EXHIBIT A

SCOPE OF WORK

The following work, in the specified areas, shall be performed by the Contractor under this Contract. Square footages for individual areas listed are approximate:

Routine Cleaning

Policing:

All areas to be maintained in a continually clean condition satisfactory to the Manager. The Contractor's employee is entitled to a one-half hour meal break. The Port Authority will not reimburse the Contractor for the one-half hour meal break. Additional coverage will be necessary during the meal break.

Schedule:

A. The Contractor shall have physically present at the times indicated one cleaner per shift seven days per week inclusive of holidays. The shifts are:

1. 6:00 AM to 2:30 PM
2. 2:30 PM to 11:00 PM

Areas to be Policed

Area	Sq. Ft.
Air Train Station	82,513
CNG Station	18,000
Bus Hold Area	68,795
Bldg 83	31,793
Bldg 84	41,863
Bldg. 86	57,970
Bldg.87N	20,157
Bldg 87C	21,952
Bldg 87S	21,528
Employee Lot 8	608,135
Bow Tie 1	160,000
Bow Tie 2	174,250
Parking Lots 7 and 7A	319,726
Total	1,626,682

B. The Contractor shall have physically present at the times indicated two cleaners per shift seven days per week inclusive of holidays. The shifts are:

1. 6:00 AM to 2:30 PM
2. 2:30 PM to 11:00 PM

Areas to be Policed

Area	Square Feet
Long Term Lot #9	2,478,441

C. The Contractor shall have physically present at the times indicated one cleaner per shift seven days per week inclusive of holidays. The shifts are:

1. 6:00 AM to 2:30 PM
2. 2:30 PM to 11:00 PM

Areas to be Policed

Area	Sq. Ft.
Orange Lot and Upper Level	389,785
Green Lot and Garage	909,261
Red Lot and Garage	816,694
Blue Lot and Garage	1,216,948
Yellow Lot and Garage	583,800
Total	3,916,488

D. The Contractor shall have physically present at the times indicated two cleaners per shift seven days per week inclusive of holidays. The shifts are:

1. 6:00 AM to 2:30 PM
2. 2:30 PM to 11:00 PM

Areas to be Policed:

Area	Sq. Ft.
Limo Hold Area	69,509
Taxi Hold Area	298,688
Total	368,197

Machine Sweeping

Afternoon Machine Sweeping

The areas listed below shall be machine swept seven (7) days per week inclusive of holidays, from 2:30 PM to 11:00 PM. For sweeping the Taxi Hold Area, the "F" Series Elgin shall be used.

Area	Sq. Ft.
Air Train Station	82,513
Limo Hold Area	66,651
Taxi Hold Area	259,370
CNG Station	18,000
Bus Hold Area	68,795
Bldg 83	31,793
Bldg 84	41,863
Bldg. 86	57,970
Bldg.87N	20,157
Bldg 87C	21,952
Bldg 87S	21,528
Employee Lot 8	608,135
Total	1,298,727

Night Machine Sweeping

The areas listed below shall be machine swept seven (7) days per week inclusive of holidays, from 11:00 PM to 7:00 AM

Area	Sq. Ft.
Orange Lot and Upper Level	389,785
Green Lot and Garage	909,261
Red Lot and Garage	816,694
Blue Lot and Garage	1,216,948
Yellow Lot and Garage	583,800
Long Term Lot # 9	2,424,597
Total	6,341,085

Night Garage Sweeping (Tennant Sweeper)

The Green, Red, Blue and Yellow Parking Garages are to be swept with a Tennant Sweeper as specified herein, at least once per night

Two sweeper operators are to operate the sweepers. One operator and sweeper is required for the Blue and Yellow Garages and one sweeper and operator is required for the Blue and Green Garages. Each garage must be swept for four hours. Sweeping shall be performed seven (7) days per week inclusive of holidays, from 11:00 PM to 7:00 AM.

Area	Sq. Ft.
Green Garage	411,927
Blue Garage	519,015
Red Garage	444,544
Yellow Garage	486,500
Total	1,861,986

Night Litter Patrol

Litter patrol shall consist of two cleaners and a supervisor who shall pick up all debris not collected by the machine sweeping in the areas described below. This work shall be done 11:00 PM to 7:00 AM seven days per week inclusive of holidays.

Area	Sq. Ft.
Air Train Station	82,513
Limo Hold Area	69,509
CNG Station	18,000
Bus Hold Area	68,795
Bldg 83	31,793
Bldg 84	41,863
Bldg. 86	57,970
Bldg.87N	20,157
Bldg 87C	21,952
Bldg 87S	21,528
Blue Lot and Garage	1,216,948
Yellow Lot and Garage	583,800
Green Lot and Garage	909,261
Red Lot and Garage	816,694
Employee Lot 8	617,737
Long Term Lot #9	2,478,441
Orange Lot and Upper Level	389,785
Total	7,446,746

Thorough Cleaning of Garage and Toll Plaza Areas:

All areas are to be cleaned to the satisfaction of the Manager.

Garage Emergency Stairwells

The stairwells shall be hand swept once per shift, seven days per week. There are five (5) stairwells in the Blue and Orange lots and four (4) each in the Green, Red and Yellow lots

Toll Plaza and Taxi Dispatch Lavatories

All lavatories shall be thoroughly cleaned between 6:00 AM and 11:00 PM seven days per week.

The thorough cleaning of lavatories shall consist of the following: refilling all soap, towel, tissue, sanitary napkin, air freshener and toilet seat cover dispensers, removal and disposal of all trash, damp wiping, sanitizing and relining of trash receptacles, dispensers, the washing and sanitizing of all interior and exterior surfaces of showers, commodes, urinals and wash basins, the washing and sanitizing of all shelves, dispensers, table tops, sinks, counter tops, the spot washing and sanitizing of all wall surfaces daily. The cleaning of all mirrors, partitions, doors and wainscoting, and the mopping and rinsing of all floor areas daily. A solution of detergent-sanitizer-odor counter-actant material shall be used for all cleaning and mopping operations. Report any defective lamps and bulbs and spot re-lamp as necessary.

Area	Square Feet
Yellow Lot	70
Orange Lot	140
Red Lot	70
Green Lot	70
Blue Lot	70
Taxi Hold Dispatchers Build.	70
Long Term Lot	70
Total	560

Guard Booths and Toll Booths

All guard booths shall be thoroughly cleaned between 6:00 AM and 11:00 PM seven days per week.

The thorough cleaning of the booths shall consist of the sweeping and wet moping of all floors, the dusting and washing of all interior horizontal and vertical surfaces, washing of all interior and exterior glass, emptying of all trash containers, cleaning of all cash drawers in the toll booths, cleaning of heating units, washing of rubber mats, scrubbing of door tracks with a metal brush, and spot re-lamping and washing of fixtures as necessary.

Area	Square Feet
Orange Lot (4) @ 30 sq ft.	120
Guard Booths (21) @14 sq ft.	336
Tower Guard Booths (3)@150 sq ft.	450
Yellow Lot (3) @30 sq ft.	90
Red Lot (10)@30 sq ft	300
Green Lot (7)@30 sq. ft.	210
Blue Lot (9)@30 sq. ft.	270
Taxi Hold (7) @ 27 sq. ft.	189
Lot 7+7A (5) @ 60 sq. ft.	300
Taxi Booths (12)@ 9 sq ft	108
Lot 9 (5) @ 169 sq ft.	845
Total	3,227

Hanger 12 Overflow Lot

The Hanger 12 Overflow Lot shall be serviced during the months of March, April, June July, November and December, unless otherwise directed by the Manager.

The area consists of 396,170 square feet of asphalt pavement with one (1) seventy (70) square foot unisex lavatory as well as five (5) bus shelters each of approximately seventy (70) square feet.

During the active months the Contractor shall provide the following service:

Policing:

All areas to be maintained in a continually clean condition satisfactory to the Manager. The Contractor's employee is entitled to a one-half hour meal break. The Port Authority will not reimburse the Contractor for the one-half hour meal break. Additional coverage will be necessary during the meal break

Schedule:

A. The Contractor shall have physically present at the times indicated one cleaner per shift seven days per week inclusive of holidays. The shifts are:

1) 6:00 AM to 2:30 PM
2) 2:30 PM to 11:00 PM

Night Machine Sweeping for the Hanger 12 Overflow Lot

The area shall be machine swept seven (7) days per week inclusive of holidays, from 2:30 PM to 11:00 PM.

Night Litter Patrol for the Hanger 12 Overflow Lot

The Night Litter Patrol as described herein shall perform the same services in the same timeframe in this lot.

Lavatory Cleaning

All lavatory shall be thoroughly cleaned between 6:00 AM and 11:00 PM seven days per week.

The thorough cleaning of the lavatory shall consist of the following: refilling all soap, towel, tissue, sanitary napkin, air freshener and toilet seat cover dispensers, removal and disposal of all trash, damp wiping, sanitizing and relining of trash receptacles, dispensers, the washing and sanitizing of all interior and exterior surfaces of showers, commodes, urinals and wash basins, the washing and sanitizing of all shelves, dispensers, table tops, sinks, counter tops, the spot washing and sanitizing of all wall surfaces daily. The cleaning of all mirrors, partitions, doors and wainscoting, and the mopping and rinsing of all floor areas daily. A solution of detergent-sanitizer-odor counter-actant material shall be used for all cleaning and mopping operations. Report any defective lamps and bulbs and spot re-lamp as necessary.

Aqueduct Racetrack Parking Lot

The Aqueduct Racetrack Parking Lot consists of 959,491 square feet of asphalt pavement.

Once a week, on a day to be determined by the Manager, the area shall be machine swept.

Once a week, on a day to be determined by the Manager, area shall be policed and all trash cans shall be emptied and relined. All trash will be placed in a roll off designated by the Manager and provided by the Port Authority.

Procedures for Selected Items of Periodic Work

Water Cooler Cleaning

Procedure:

Water Cooler Cleaning

The Contractor shall be required, when ordered by the Manager to disinfect the water coolers at the Facility. Compensation for such work shall be as set forth on the Contractors Cost Proposal Form. The following procedure shall be followed for the disinfecting of the coolers. Rubber on latex gloves (dispensable) must be used.

Procedure applies to cold water reservoir only. Hot water tanks are sealed closed and don't require cleaning.

1. Unplug unit.
2. Close shut off valve.
3. Remove cover.
4. Remove float assembly and replace air filter.
5. Disconnect carbon filter.
6. Empty stainless steel reservoir through spigot.
7. Wet wipe and rinse the inside of the stainless steel reservoir with ½ tablespoon of hydrogen peroxide.
8. Fill stainless steel reservoir and drain though spigot, refill, and drain again.
9. Replace float assembly.
10. Remove and clean the inside of the unit and drip tray with liquid soap and warm water. Make sure washed parts are rinsed properly and all soap residue is removed.
11. Vacuum dust from coils.
12. Replace cover.
13. In a clean bucket of water submerge and rinse new carbon filter to remove carbon dust.
14. Install new carbon filter.
15. Plug unit back in.

Graffiti Removal from Concrete Surfaces

Procedure:

Any solution used by the Contractor for graffiti removal shall meet or exceed all EPA, NJDEP,OHSA or NYDEP standards and be on the Port authority Approved Products List. The solution shall be applied at a minimum of four thousand psi measured at the tip at a minimum rate of 12 gpm. The solution shall be applied to the surface heated by a diesel fired burned rated at 1,000,000 BTU and shall be applied at a minimum temperature of 190 degrees.

Toll Lane Degreasing

The Contractor shall prepare a degreasing method for approval by the Manager prior to the commencement of the Contract. Dry degreasing will be considered only if the method will not scarify or abrade the road surface. Wet degreasing will be considered. The contractor shall supply the name of the chemical to be used, the material Safety Data Sheet, the degreasing method, and a secondary method to be used during sub freezing temperatures. All liquids generated through wet degreasing must be collected and disposed of through the Facility's treatment system. No run off shall be allowed to enter the storm sewer system. When work is performed Port Authority traffic standards shall be adhered to

Periodic Work to be performed.

PERIODIC CLEANING

Area	Operation	Surface	Sq. Ft.	Frequency (Times per Year)
Bus Shelters				
Outside Lots	Wash and Rinse	Glass+ Metal	2430	52
Red Lot Shelters	Wash and Rinse	Glass+ Metal	440	52
Green Lot/Garage Shelters	Wash and Rinse	Glass+ Metal	440	52
Bus shelters Lots 8 and 9	Wash and Rinse	Glass+ Metal	1540	52
Exterior Lavatory Walls				
Orange Lot	Wash, rinse,polish	Stainless Steel	712	16
Yellow Lot	Wash, rinse,polish	Stainless Steel	712	16
Red Lot	Wash, rinse,polish	Stainless Steel	712	16
Green Lot	Wash, rinse,polish	Stainless Steel	712	16
Blue Lot (incl.substation)	Wash, rinse,polish	Stainless Steel	2612	16
All toll booths in parking lots and Central Taxi Hold	Wash, rinse,polish	Stainless Steel	13300	16
CTA Taxi Dispatch Booth	Wash, rinse,polish	Stainless Steel	1600	16
Long Term Lot # 9	Wash, rinse,polish	Stainless Steel	1600	16

Power Washing

Blue lot, all toll booth islands and sidewalks	High temp+pressure wash	Concrete	1125	6
Blue Parking Garage All concrete surfaces and helix sidewalk	High temp+pressure wash	Concrete	90000	6
Elevator waiting pads	High temp+pressure wash	Concrete	5000	6
Emergency Stairs	High temp+pressure wash	Concrete	544	4
Yellow Parking Lot All toll booth islands, sidewalks, staircases wheelchair and helix ramps	High temp+pressure wash	Concrete	87000	6
Green Parking Lot All toll booth islands, sidewalks, staircases elvevator pads and helix pads	High temp+pressure wash	Concrete	98000	6
Orange Parking Lot All toll booth islands, sidewalks, staircases elvevator pads and helix pads	High temp+pressure wash	Concrete	98000	6
Red Parking Lot All toll booth islands and sidewalks.	High temp+pressure wash	Concrete	29359	6
Central Taxi Hold Lot All concrete surfaces	High temp+pressure wash	Concrete	100000	9
Central Taxi Hold Lot Lavatories, concrete surfaces	High temp+pressure wash	Concrete	1000	12

Central Taxi Hold Lot Service Build. Exteriors	High temp+pressure wash	Concrete	7000	9
Employee lots 8 All Exit and Entrance islands and bus pads	High temp+pressure wash	Concrete	6100	2
Long Term Lot 9 All Exit and Entrance islands and bus pads	High temp+pressure wash	Concrete	60844	6

Area	Operation	Surface	Sq. Ft.	Frequency (Times per Year)
All Toll Plaza Canopies	High temp+pressure wash	Various	45200	2
Lot 9 and Train Station Station, waiting area and bus stop	High temp+pressure wash	Concrete	2093	9
Central Taxi Hold Mens Room Dispatchers Build. Interior	High temp+pressure wash	Concrete	45	2
Blue, Green, Red, Orange and Yellow Lots, Lots 7, 9 and Taxi Hold	Hose and Rinse	Concrete	18000	36
Bus Stop Pads 31 Locations	High temp+pressure wash	Concrete	4032	4
Degreasing				
Blue Lot	Degrease all toll lanes	Concrete	8800	6
Yellow Lot	Degrease all toll lanes	Concrete	7700	6
Red Lot	Degrease all toll lanes	Concrete	7700	6

Green Lot	Degrease all toll lanes	Concrete	6790	6
Long Term Lot 9	Degrease all toll lanes	Concrete	5000	6
Employee Parking Lot 8	Degrease all entrance and exit lanes	Concrete	3700	6
Lot 7	Degrease all toll lanes	Concrete	6790	6
Orange Lot	Degrease all toll lanes	Concrete	7700	6

PERIODIC
CLEANING

Area	Operation	Surface	Number	Frequency (Times per Year)
Water Coolers	Clean and disinfect	Various	40	4x yr.

Area	Operation	Surface	Sq. Ft.	Frequency (Times per Year)
Lawn	Mow Grass	Grass	15,000	16 Twice per month April to Nov.

PERIODIC CLEANING

Area	Operation	Surface	Sq. Ft.	Frequency (Times per Year)
Taxi Hold Lot	Degrease all toll lanes	Concrete	6600	6
Taxi Hold Lot	Degrease lot	Asphalt	214000	6
Limo Hold Lot	Degrease lot	Asphalt	666651	6

PERIODIC CLEANING

Area	Operation	Items	Frequency (Times per Year)
Toll Booth Re-lamping	Re-lamping	100 Fixtures	1
Toll Booth Re-lamping	Wash and Rinse	100 Fixtures	1

PART IV - STANDARD CONTRACT TERMS AND CONDITIONS

STANDARD CONTRACT TERMS AND CONDITIONS

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STANDARD CONTRACT TERMS AND CONDITIONS

PART I GENERAL DEFINITIONS

To avoid undue repetition, the following terms, as used in this Agreement, shall be construed as follows:

Authority or Port Authority - shall mean the Port Authority of New York and New Jersey.

Contract, Document or Agreement - shall mean the writings setting forth the scope, terms, conditions and Specifications for the procurement of Goods and/or Services, as defined hereunder and shall include, but not be limited to: Invitation for Bid (IFB), Request for Quotation (RFQ), Request for Proposal (RFP), Purchase Order (PO), Cover Sheet, executed Signature Sheet, AND PRICING SHEETS with Contract prices inserted," "STANDARD CONTRACT TERMS AND CONDITIONS," and, if included, attachments, endorsements, schedules, exhibits, or drawings, the Authority's acceptance and any written addenda issued over the name of the Authority's Manager, Purchasing Services Division.

Days or Calendar Days - shall mean consecutive calendar days, Saturdays, Sundays, and holidays, included.

Week - unless otherwise specified, shall mean seven (7) consecutive calendar days, Saturdays, Sundays, and holidays.

Month - unless otherwise specified, shall mean a calendar month.

Director - shall mean the Director of the Department which operates the facility of the Port Authority at which the services hereunder are to be performed, for the time being, or his/her successor in duties for the purpose of this Contract, acting personally or through one of his/her authorized representatives for the purpose of this Contract.

Manager - shall mean the Manager of the Facility for the time being or his successor in duties for the purpose of this Contract, acting personally or through his duly authorized representative for the purpose of this Contract.

No person shall be deemed a representative of the Director or Manager except to the extent specifically authorized in an express written notice to the Contractor signed by the Director or Manager, as the case may be. Further, no person shall be deemed a successor in duties of the Director unless the Contractor is so notified in writing signed by the Authority's Manager, Purchasing Services Division. No person shall be deemed a successor in duties of the Manager unless the Contractor is so notified in a writing signed by the Director.

Minority Business Enterprise (MBE) - shall mean a business entity which is at least 51% owned and controlled by one or more members of one or more minority groups, or, in the case of a publicly held corporation, at least 51% of the stock of which is owned by one or more minority groups, and whose management and daily business operations are controlled by one or more such individuals who are citizens or permanent resident aliens.

"Minority Group" means any of the following racial or ethnic groups:

(a) Black persons having origins in any of the Black African racial groups not of Hispanic origin;

(b) Hispanic persons of Mexican, Puerto Rican, Dominican, Cuban, Central or South American culture or origin, regardless of race;

(c) Asian and Pacific Islander persons having origins in any of the original peoples of the Far East, Southeast Asia, The Indian Subcontinent, or the Pacific Islands;

(d) Native American or Alaskan native persons having origins in any of the original peoples of North
America and maintaining identifiable tribal affiliations through membership and participation or community identification.

Site of the Work - or words of similar import shall mean the Facility and all buildings and properties associated therewith as described in this Contract.

Small Business Enterprise (SBE) - The criteria for a Small Business Enterprise are:

- The principal place of business must be located in New York or New Jersey;
- The firm must have been in business for at least three years with activity;
- Average gross income limitations by industry as established by the Port Authority.

Subcontractor - shall mean anyone who performs work (other than or in addition to the furnishing of materials, plant or equipment) in connection with the services to be provided hereunder, directly or indirectly for or on behalf of the Contractor (and whether or not in privity of contract with the Contractor), but shall not include any person who furnished merely his own personal labor or his own personal services. "Subcontractor", however, shall exclude the Contractor or any subsidiary or parent of the Contractor or any person, firm or corporation which has a substantial interest in the Contractor or in which the Contractor or the parent or the subsidiary of the Contractor, or an officer or principal of the Contractor or of the parent of the subsidiary of the Contractor has a substantial interest, provided, however, that for the purpose of the clause hereof entitled "Assignments and Subcontracts" the exclusion in this paragraph shall not apply to anyone but the Contractor itself.

Women-Owned Business Enterprise (WBE) - shall mean a business enterprise which is at least 51% owned by one or more women, or, in the case of a publicly held corporation, at least 51% of the stock of which is owned by one or more women and whose management and daily business operations are controlled by one or more women who are citizens or permanent or resident aliens.

Work - shall mean all services, equipment and materials (including materials and equipment, if any, furnished by the Authority) and other facilities and all other things necessary or proper for, or incidental to the services to be performed or goods to be furnished in connection with the service to be provided hereunder.

PART II GENERAL PROVISIONS

1. Facility Rules and Regulations of The Port Authority

a. The Contractor shall observe and obey (and compel its officers, employees, guests, invitees, and those doing business with it, to observe and obey) the facility Rules and Regulations of the Port Authority now in effect, and such further reasonable Rules and Regulations which may from time to time during the term of this Agreement be promulgated by the Port Authority for reasons of safety, health, preservation of property or maintenance of a good and orderly appearance and efficient operation of th Facility. The Port Authority agrees that, except in case of emergency, it shall give notice to the Contractor of every Rule and Regulation hereafter adopted by it at least five days before the Contracto shall be required to comply therewith.

b. A copy of the facility Rules and Regulations of the Port Authority shall be available for review by the Contractor at the Office of the Secretary of the Port Authority.

2. Contractor Not An Agent

This Agreement does not constitute the Contractor the agent or representative of the Port Authority for an

purpose whatsoever except as may be specifically provided in this Agreement. It is hereby specifically acknowledged and understood that the Contractor, in performing its services hereunder, is and shall be at all times an independent Contractor and the officers, agents and employees of the Contractor shall not be or be deemed to be agents, servants or employees of the Port Authority.

3. Contractor's Warranties

The Contractor represents and warrants:

a. That it is financially solvent, that it is experienced in and competent to perform the requirements of this Contract, that the facts stated or shown in any papers submitted or referred to in connection with the solicitation are true, and, if the Contractor be a corporation, that it is authorized to perform this Contract;

b. That it has carefully examined and analyzed the provisions and requirements of this Contract, and that from its own investigations it has satisfied itself as to the nature of all things needed for the performance of this Contract, the general and local conditions and all other matters which in any way affect this Contract or its performance, and that the time available to it for such examination, analysis, inspection and investigation was adequate;

c. That the Contract is feasible of performance in accordance with all its provisions and requirements and that it can and will perform it in strict accordance with such provisions and requirements;

d. That no Commissioner, officer, agent or employee of the Port Authority is personally interested directly or indirectly in this Contract or the compensation to be paid hereunder;

e. That, except only for those representations, statements or promises expressly contained in this Contract, no representation, statement or promise, oral or in writing, of any kind whatsoever by the Port Authority, its Commissioners, officers, agents, employees or consultants has induced the Contractor to enter into this Contract or has been relied upon by the Contractor, including any with reference to: (1) the meaning, correctness, suitability, or completeness of any provisions or requirements of this Contract; (2) the nature, quantity, quality or size of the materials, equipment, labor and other facilities needed for the performance of this Contract; (3) the general or local conditions which may in any way affect this Contract or its performance; (4) the price of the Contract; or (5) any other matters, whether similar to or different from those referred to in (1) through (4) immediately above, affecting or having any connection with this Contract, the bidding thereon, any discussions thereof, the performance thereof or those employed therein or connected or concerned therewith.

Moreover, the Contractor accepts the conditions at the Site of the Work as they may eventually be found to exist and warrants and represents that it can and will perform the Contract under such conditions and that all materials, equipment, labor and other facilities required because of any unforeseen conditions (physical or otherwise) shall be wholly at its own cost and expense, anything in this Contract to the contrary notwithstanding.

Nothing in the Specifications or any other part of the Contract is intended as or shall constitute a representation by the Port Authority as to the feasibility of performance of this Contract or any part thereof.

The Contractor further represents and warrants that it was given ample opportunity and time and by means of this paragraph was requested by the Port Authority to review thoroughly all documents forming this Contract prior to opening of Bids on this Contract in order that it might request inclusion in this Contract of any statement, representation, promise or provision which it desired or on which it wished to place reliance; that it did so review said documents, that either every such statement, representation, promise or provision has been included in this Contract or else, if omitted, that it expressly relinquishes the benefit of any such omitted statement, representation, promise or provision and is willing to perform this Contract without claiming reliance thereon or making any other claim on account of such omission.

The Contractor further recognizes that the provisions of this numbered clause (though not only such provisions) are essential to the Port Authority's consent to enter into this Contract and that without such provisions, the Authority would not have entered into this Contract.

4. **Personal Non-Liability**

Neither the Commissioners of the Port Authority nor any of them, nor any officer, agent or employee thereof, shall be charged personally by the Contractor with any liability, or held personally liable to the Contractor under any term or provision of this Agreement, or because of its execution or attempted execution, or because of any breach, or attempted or alleged breach, thereof.

5. **Equal Employment Opportunity, Affirmative Action, Non-Discrimination**

a. The Contractor is advised to ascertain and comply with all applicable federal, State and local statutes, ordinances, rules and regulations and, federal Executive Orders, pertaining to equal employment opportunity, affirmative action, and non-discrimination in employment.

b. Without limiting the generality of any other term or provision of this Contract, in the event of the Contractor's non-compliance with the equal opportunity and non-discrimination clause of this Contract, or with any of such statutes, ordinances, rules, regulations or Orders, this Contract may be cancelled, terminated or suspended in whole or in part.

6. **Rights and Remedies of the Port Authority**

The Port Authority shall have the following rights in the event the Contractor is deemed guilty of a breach of any term whatsoever of this Contract:

a. The right to take over and complete the Work or any part thereof as agent for and at the expense of the Contractor, either directly or through others.

b. The right to cancel this Contract as to any or all of the Work yet to be performed.

c. The right to specific performance, an injunction or any appropriate equitable remedy.

d. The right to money damages.

For the purpose of this Contract, breach shall include but not be limited to the following, whether or not the time has yet arrived for performance of an obligation under this Contract: a statement by the Contractor to any representative of the Port Authority indicating that the Contractor cannot or will not perform any one or more of its obligations under this Contract; any act or omission of the Contractor or any other occurrence which makes it improbable at the time that it will be able to perform any one or more of its obligations under this Contract; any suspension of or failure to proceed with any part of the Work by the Contractor which makes it improbable at the time that it will be able to perform any one or more of its obligations under this Contract.

The enumeration in this numbered clause or elsewhere in this Contract of specific rights and remedies of the Port Authority shall not be deemed to limit any other rights or remedies which the Authority would have in the absence of such enumeration; and no exercise by the Authority of any right or remedy shall operate as a waiver of any other of its rights or remedies not inconsistent therewith or to stop it from exercising such other rights or remedies.

7. **Rights and Remedies of the Contractor**

Inasmuch as the Contractor can be adequately compensated by money damages for any breach of this Contract which may be committed by the Port Authority, the Contractor expressly agrees that no default, ac or omission of the Port Authority shall constitute a material breach of this Contract, entitling the Contractor to cancel or rescind this Contract or to suspend or abandon performance.

8. **Submission To Jurisdiction**

The Contractor hereby irrevocably submits itself to the jurisdiction of the Courts of the State of New York and New Jersey, in regard to any controversy arising out of, connected with, or in any way concerning this Contract.

The Contractor agrees that the service of process on the Contractor in relation to such jurisdiction may be

made, at the option of the Port Authority, either by registered or certified mail addressed to it at the address of the Contractor indicated on the signature sheet, or by actual personal delivery to the Contractor, if the Contractor is an individual, to any partner if the Contractor be a partnership or to any officer, director or managing or general agent if the Contractor be a corporation.

Such service shall be deemed to be sufficient when jurisdiction would not lie because of the lack of basis to serve process in the manner otherwise provided by law. In any case, however, process may be served as stated above whether or not it might otherwise have been served in a different manner.

9. Harmony

a. The Contractor shall not employ any persons or use any labor, or use or have any equipment, or permit any condition to exist which shall or may cause or be conducive to any labor complaints, troubles, disputes or controversies at the Facility which interfere or are likely to interfere with the operation of the Port Authority or with the operations of lessees, licensees or other users of the Facility or with the operations of the Contractor under this Contract.

   The Contractor shall immediately give notice to the Port Authority (to be followed by written notices and reports) of any and all impending or existing labor complaints, troubles, disputes or controversies and the progress thereof. The Contractor shall use its best efforts to resolve any such complaint, trouble, dispute or controversy. If any type of strike, boycott, picketing, work stoppage, slowdown or other labor activity is directed against the Contractor at the Facility or against any operations of the Contractor under this Contract, whether or not caused by the employees of the Contractor, and if any of the foregoing, in the opinion of the Port Authority, results or is likely to result in any curtailment or diminution of the services to be performed hereunder or to interfere with or affect the operations of the Port Authority , or to interfere with or affect the operations of lessees, licensees, or other users of the Facility or in the event of any other cessation or stoppage of operations by the Contractor hereunder for any reason whatsoever, the Port Authority shall have the right at any time during the continuance thereof to suspend the operations of the Contractor under this Contract, and during the period of the suspension the Contractor shall not perform its services hereunder and the Port Authority shall have the right during said period to itself or by any third person or persons selected by it to perform said services of the Contractor using the equipment which is used by the Contractor in its operations hereunder as the Port Authority deems necessary and without cost to the Port Authority. During such time of suspension, the Contractor shall not be entitled to any compensation. Any flat fees, including management fees, shall be prorated. Prior to the exercise of such right by the Port Authority, it shall give the Contractor notice thereof, which notice may be oral. No exercise by the Port Authority of the rights granted to it in the above subparagraph shall be or be deemed to be a waiver of any rights of termination or revocation contained in this Contract or a waiver of any rights or remedies which may be available to the Port Authority under this Contract or otherwise.

b. During the time that the Contractor is performing the contract, other persons may be engaged in other operations on or about the worksite including Facility operations, pedestrian, bus and vehicular traffic and other Contractors performing at the worksite, all of which shall remain uninterrupted.

   The Contractor shall so plan and conduct its operations as to work in harmony with others engaged at the site and not to delay, endanger or interfere with the operation of others (whether or not specifically mentioned above), all to the best interests of the Port Authority and the public as may be directed by the Port Authority.

10. Claims of Third Persons

The Contractor undertakes to pay all claims lawfully made against it by subcontractors, suppliers and workers, and all claims lawfully made against it by other third persons arising out of or in connection with

or because of the performance of this Contract and to cause all subcontractors to pay all such claims lawfully made against them.

11. No Third Party Rights

Nothing contained in this Contract is intended for the benefit of third persons, except to the extent that the Contract specifically provides otherwise by use of the words "benefit" or "direct right of action."

12. Provisions of Law Deemed Inserted

Each and every provision of law and clause required by law to be inserted in this Contract shall be deemed to be inserted herein and the Contract shall be read and enforced as though it were included therein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party, the Contract shall forthwith be physically amended to make such insertion.

13. Costs Assumed By The Contractor

It is expressly understood and agreed that all costs of the Contractor of whatever kind or nature and whether imposed directly upon the Contractor under the terms and provisions hereof or in any other manner whatsoever because of the requirements of the operation of the service or otherwise under this Agreement shall be borne by the Contractor or without compensation or reimbursement from the Port Authority, except as specifically set forth in this Agreement. The entire and complete cost and expense of the Contractor's services and operations hereunder shall be borne solely by the Contractor and under no circumstances shall the Port Authority be liable to any third party (including the Contractor's employees) for any such costs and expenses incurred by the Contractor and under no circumstances shall the Port Authority be liable to the Contractor for the same, except as specifically set forth in this Section.

14. Default, Revocation or Suspension of Contract

a. If one or more of the following events shall occur:

1. If fire or other cause shall destroy all or a substantial part of the Facility.

2. If any governmental agency shall condemn or take a temporary or permanent interest in all or a substantial part of the Facility, or all of a part of the Port Authority's interest herein;

then upon the occurrence of such event or at any time thereafter during the continuance thereof, the Port Authority shall have the right on twenty-four (24) hours written notice to the Contractor to revoke this Contract, such revocation to be effective upon the date and time specified in such notice.

In such event this Contract shall cease and expire on the effective date of revocation as if said date were the date of the expiration of this Contract. Such revocation shall not, however, relieve the Contractor of any liabilities or obligations hereunder which shall have accrued on or prior to the effective date of revocation.

b. If one or more of the following events shall occur:

1. The Contractor shall become insolvent, or shall take the benefit of any present or future insolvency statute, or shall make a general assignment for the benefit of creditors, or file a voluntary petition in bankruptcy or a petition or answer seeking an arrangement or its reorganization or the readjustment of its indebtedness under the federal bankruptcy laws or under any other law or statute of the United States or of any State thereof, or consent to the appointment of a receiver, trustee, or liquidator of all or substantially all its property; or
2. By order or decree of a court the Contractor shall be adjudged bankrupt or an order shall be made approving a petition filed by any of the creditors, or, if the Contractor is a corporation

by any of the stockholders of the Contractor, seeking its reorganization or the readjustment of its indebtedness under the federal bankruptcy laws or under any law or statute of the United States or of any State thereof; or

3. A petition under any part of the federal bankruptcy laws or an action under any present or future insolvency law or statute shall be filed against the Contractor and shall not be dismissed within thirty (30) days after the filing thereof; or
4. The interest of the Contractor under this Contract shall be transferred to, passed to or devolve upon, by operation of law or otherwise, any other person, firm or corporation, or
5. The Contractor, if a corporation, shall, without the prior written approval of the Port Authority, become a surviving or merged corporation in a merger, a constituent corporation in a consolidation, or a corporation in dissolution; or
6. If the Contractor is a partnership, and the said partnership shall be dissolved as the result of any act or omission of its copartners or any of them, or by operation of law or the order or decree of any court having jurisdiction, or for any other reason whatsoever; or
7. By or pursuant to, or under authority of any legislative act, resolution or rule, or any order or decree of any court or governmental board, agency or officer having jurisdiction, a receiver, trustee, or liquidator shall take possession or control of all or substantially all of the property of the Contractor and such possession or control of all or substantially all of the property of the Contractor and shall continue in effect for a period of fifteen (15) days;

then upon the occurrence of any such event or at any time thereafter during the continuance thereof, the Port Authority shall have the right upon five (5) days notice to the Contractor to terminate this Contract and the rights of the Contractor hereunder; termination to be effective upon the date and time specified in such notice as if said date were the date of the expiration of this Contract. Termination shall not relieve the Contractor of any liabilities or obligations hereunder which have accrued on or prior to the effective date of termination.

c. If any of the following shall occur:

1. The Contractor shall cease, abandon any part of the service, desert, stop or discontinue its services in the premises for any reason whatsoever and regardless of the fault of the Contractor; or

2. The Contractor shall fail to keep, perform and observe each and every other promise, covenant and agreement set forth in this Contract on its part to be kept, performed or observed, within five (5) days after receipt of notice of default thereunder from the Port Authority (except where fulfillment of its obligations requires activity over a greater period of time, and the Contractor shall have commenced to perform whatever may be required for fulfillment within five (5) days after receipt of notice and continues such performance without interruption except for causes beyond its control);

then upon the occurrence of any such event or during the continuance thereof, the Port Authority shall have the right on twenty four (24) hours notice to the Contractor to terminate this Contract and the rights of the Contractor hereunder, termination to be effective upon the date and time specified in such notice. Termination shall not relieve the Contractor of any liabilities which shall have accrued on or prior to the effective date of termination.

d. If any of the events enumerated in this Section shall occur prior to commencement date of this Contract the Port Authority upon the occurrence of any such event or any time thereafter during the continuance thereof by twenty-four (24) hours notice may terminate or suspend this Contract and the rights of the Contractor hereunder, such termination or suspension to be effective upon the date specified in such notice.

e. No payment by the Port Authority of any monies to the Contractor for any period or periods after default of any of the terms, covenants or conditions hereof to be performed, kept and observed by the Contractor and no act or thing done or omitted to be done by the Port Authority shall be deemed to be a waiver of the right of the Port Authority to terminate this Contract or of any other right or remedies to which the Port Authority may be entitled because of any breach thereof. No waiver by the Port Authority of any default on the part of the Contractor in the performance of any of the terms, covenants and conditions hereof to be performed, kept or observed by the Contractor shall be or be construed to be a waiver by the Port Authority of any other subsequent default in the performance of any of the said terms, covenants and conditions.

f. In addition to all other rights of revocation or termination hereunder and notwithstanding any other provision of this Contract the Port Authority may terminate this Contract and the rights of the Contractor hereunder without cause at any time upon five (5) days written notice to the Contractor and in such event this Contact shall cease and expire on the date set forth in the notice of termination as fully and completely as though such dates were the original expiration date hereof and if such effective date of termination is other than the last day of the month, the amount of the compensation due to the Contractor from the Port Authority shall be prorated when applicable on a daily basis. Such cancellation shall be without prejudice to the rights and obligations of the parties arising out of portions already performed but no allowance shall be made for anticipated profits.

g. Any right of termination contained in this paragraph, shall be in addition to and not in lieu of any and all rights and remedies that the Port Authority shall have at law or in equity consequent upon the Contractor's breach of this Contract and shall be without prejudice to any and all such other rights and remedies. It is hereby specifically agreed and understood that the exercise by the Port Authority of any right of termination set forth in this paragraph shall not be or be deemed to be an exercise by the Port Authority of an election of remedies so as to preclude the Port Authority from any right to money damages it may have for the period prior to the effective date of termination to the original expiration date of the Contract, and this provision shall be deemed to survive the termination of this Contract as aforesaid.

h. If (1) the Contractor fails to perform any of its obligations under this Contract or any other agreement between the Port Authority and the Contractor (including its obligation to the Port Authority to pay any claim lawfully made against it by any supplier, subcontractor or worker or other person which arises out of or in connection with the performance of this Contract or any other agreement with the Port Authority) or (2) any claim (just or unjust) which arises out of or in connection with this Contract or any other agreement between the Port Authority and the Contracto is made against the Port Authority or (3) any subcontractor under this Contract or any other agreement between the Port Authority and the Contractor fails to pay any claims lawfully made against it by any supplier, subcontractor, worker or other third person which arises out of or in connection with this Contract or any other agreement between the Port Authority and the Contracto or if in the opinion of the Port Authority any of the aforesaid contingencies is likely to arise, then the Port Authority shall have the right, in its discretion, to withhold out of any payment (final or otherwise) such sums as the Port Authority may deem ample to protect it against delay or loss or tc assure the payment of just claims of third persons, and to apply such sums in such manner as the Port Authority may deem proper to secure such protection or satisfy such claims. All sums so applied shall be deducted from the Contractor's compensation. Omission by the Port Authority to withhold out of any payment, final or otherwise, a sum for any of the above contingencies, even though such contingency has occurred at the time of such payment, shall not be deemed to indicat that the Port Authority does not intend to exercise its right with respect to such contingency. Neither the above provisions for rights of the Port Authority to withhold and apply monies nor an exercise or attempted exercise of, or omission to exercise, such rights by the Port Authority shall create any obligation of any kind to such supplier, subcontractors, worker or other third persons. however, the payment of any amount due the Contractor shall be improperly delayed, the Port

Authority shall pay the Contractor interest thereon at the rate of 6% per annum for the period of the delay, it being agreed that such interest shall be in lieu of and in liquidation of any damages to the Contractor because of such delay.

i. If the Port Authority has paid any sum or has incurred any obligation or expense which the Contractor has agreed to pay or reimburse the Port Authority, or if the Port Authority is required or elects to pay any sum or sums or incurs any obligations or expense by reason of the failure, neglect or refusal of the Contractor to perform or fulfill any one or more of the conditions, covenants, or agreements contained in this Contract, or as a result of an act of omission of the Contractor contrary to the said conditions, covenants and agreements, the Contractor shall pay to the Port Authority the sum or sums so paid or expense so incurred, including all interests, costs and damages, promptly upon the receipt of the Port Authority's statement therefore. The Port Authority may, however, in its discretion, elect to deduct said sum or sums from any payment payable by it to the Contractor.

j. If the Port Authority pays any installment to the Contractor without reducing said installment as provided in this Contract, it may reduce any succeeding installment by the proper amount, or it may bill the Contractor for the amount by which the installment paid should have been reduced and the Contractor shall pay to the Port Authority any such amount promptly upon receipt of the Port Authority's statement therefore.

k. The Port Authority shall also have the rights set forth above in the event the Contractor shall become insolvent or bankrupt or if his affairs are placed in the hands of a receiver, trustee or assignee for the benefit of creditors.

15. Sales or Compensating Use Taxes

Sales to the Port Authority are currently exempt from New York and New Jersey State and local sales and compensating use taxes and generally from federal taxation. The Contractor certifies that there are no such taxes included in the prices for this Contract. The Contractor shall retain a copy of this Contract to substantiate the exempt sale.

The compensation set forth in this Agreement is the complete compensation to the Contractor, and the Port Authority will not separately reimburse the Contractor for any taxes unless specifically set forth in this Agreement.

16. No Estoppel or Waiver

The Port Authority shall not be precluded or estopped by any payment, final or otherwise, issued or made under this Contract, from showing at any time the true amount and character of the services performed, or from showing that any such payment is incorrect or was improperly issued or made; and the Port Authority shall not be precluded or estopped, notwithstanding any such payment, from recovering from the Contractor any damages which it may sustain by reason of any failure on its part to comply strictly with this Contract, and any moneys which may be paid to it or for its account in excess of those to which it is lawfully entitled.

No cancellation, rescission or annulment hereof, in whole or as to any part of the services to be provided hereunder, or because of any breach hereof, shall be deemed a waiver of any money damages to which the Port Authority may be entitled because of such breach. Moreover, no waiver by the Authority of any breach of this Contract shall be deemed to be a waiver of any other or any subsequent breach.

17. Records and Reports

The Contractor shall set up, keep and maintain (and shall cause its subcontractors to set up, keep and maintain) in accordance with generally accepted accounting practice during the term of this Agreement and any extensions thereof and for three years after the expiration, termination or revocation thereof, records, payroll records and books of account (including, but not limited to, records of original entry and daily

forms, payroll runs, cancelled checks, time records, union agreements, contracts with health, pension and other third party benefit providers) recording all transactions of the Contractor(and its subcontractors), at, through or in any way connected with or related to the operations of the Contractor (and its subcontractors) hereunder, including but not limited to all matters relating to the charges payable to the Contractor hereunder, all wages and supplemental benefits paid or provided to or for its employees (and its subcontractors' employees) and such additional information as the Port Authority may from time to time and at any time require, and also including, if appropriate, recording the actual number of hours of service provided under the Contract, and keeping separate records thereof which records and books of account shall be kept at all times within the Port District. The Contractor shall permit (and cause its subcontractors to permit) in ordinary business hours during the term of this Agreement including any extensions thereof and for three years thereafter the examination and audit by the officers, employees and representatives of the Port Authority of such records and books of account and also any records and books of account of any company which is owned or controlled by the Contractor, or which owns or controls the Contractor if said company performs services similar to those performed by the Contractor anywhere in the Port District. However, if within the aforesaid three year period the Port Authority has notified the Contractor in writing of a pending claim by the Port Authority under or in connection with this Contract to which any of the aforesaid records and documents of the Contractor or of its subcontractors relate either directly or indirectly, then the period of such right of access shall be extended to the expiration of six years from the date of final payment with respect to the records and documents involved.

The Contractor (and its subcontractors) shall, at its own expense, install, maintain and use such equipment and devices for recording the labor hours of the service as shall be appropriate to its business and necessary or desirable to keep accurate records of the same and as the general manager or the Facility Manager may from time to time require, and the Contractor (and its subcontractors) shall at all reasonable times allow inspection by the agents and employees of the Port Authority of all such equipment or devices.

a. The Contractor hereby further agrees to furnish to the Port Authority from time to time such written reports in connection with its operations hereunder as the Port Authority may deem necessary or desirable. The format of all forms, schedules and reports furnished by the Contractor to the Port Authority shall be subject to the continuing approval of the Port Authority.
b. No provision in this Contract giving the Port Authority a right of access to records and documents is intended to impair or affect any right of access to records and documents which they would have in the absence of such provision. Additional record keeping may be required under other sections of this Contract.

18. General Obligations

a. Except where expressly required or permitted herein to be oral, all notices, requests, consents and approvals required to be given to or by either party shall be in writing and all such notices, requests, consents and approvals shall be personally delivered to the other party during regular business hours or forwarded to such party by United States certified mail, return receipt requested, addressed to the other party at its address hereinbefore or hereafter provided. Until further notice the Contractor hereby designates the address shown on the bottom of the Contractors Signature Sheet as their address to which such notices, requests, consents, or approvals may be forwarded. All notices, requests, consents, or approvals of the Contractor shall be forwarded to the Manager at the Facility.
b. The Contractor shall comply with the provisions of all present and future federal, state and municipal laws, rules, regulations, requirements, ordinances, orders and directions which pertain to its operations under this Contract and which affect the Contract or the performance thereof and those engaged therein as if the said Contract were being performed for a private corporation, except where stricter requirements are contained in the Contract in which case the Contract shall control. The Contractor shall procure for itself all licenses, certificates, permits or other authorization from all governmental authorities, if any, having jurisdiction over the Contractor's operations hereunder which may be

necessary for the Contractor's operations. The Contractor's obligation to comply with governmental requirements are not to be construed as a submission by the Port Authority to the application to itself of such requirements.

c. The Contractor shall pay all taxes, license, certification, permit and examination fees and excises which may be assessed on its property or operations hereunder or income therefrom, and shall make all applications, reports and returns required in connection therewith.

d. The Contractor shall, in conducting its operations hereunder, take all necessary precautions to protect the general environment and to prevent environmental pollution, contamination, damage to property and personal injury. In the event the Contractor encounters material reasonably believed to be asbestos, polychlorinated biphenyl (PCB) or any other hazardous material, in conducting its operations hereunder, the Contractor shall immediately stop Work in the area affected and report the condition in writing to the Manager. Work in the affected area shall not thereafter be resumed by the Contractor except upon the issuance of a written order to that effect from the Manager.

e. The Contractor shall promptly observe, comply with and execute the provisions of any and all present and future rules and regulations, requirements, standard orders and directions of the American Insurance Association, the Insurance Services Office, National Fire Protection Association, and any other body or organization exercising similar functions which may pertain or apply to the Contractor's operations hereunder.

The Contractor shall not do or permit to be done any act which:

1. will invalidate or be in conflict with any fire insurance policies covering the Facility or any part thereof or upon the contents of any building thereon; or
2. will increase the rate of any fire insurance, extended coverage or rental insurance on the Facility or any part thereof or upon the contents of any building thereon; or
3. in the opinion of the Port Authority will constitute a hazardous condition, so as to increase the risk normally attendant upon the operations contemplated by this Contract; or
4. may cause or produce in the premises, or upon the Facility any unusual, noxious or objectionable smoke, gases, vapors, odors; or
5. may interfere with the effectiveness or accessibility of the drainage and sewerage system, fire protection system, sprinkler system, alarm system, fire hydrants and hoses, if any, installed or located or to be installed or located in or on the Facility; or
6. shall constitute a nuisance in or on the Facility or which may result in the creation, commission or maintenance of a nuisance in or on the Facility.

f. If by reason of the Contractor's failure to comply with the provisions of this Section and provided the Port Authority has given the Contractor five (5) days written notice of its failure and the Contractor shall not have cured said failure within said five (5) days, any fire insurance, extended coverage or rental insurance rate on the Facility or any part thereof or upon the contents of any building thereon shall at any time be higher than it otherwise would be, then the Contractor shall on demand pay the Port Authority that part of all fire insurance, extended coverage or rental insurance premiums paid or payable by the Port Authority which shall have been charged because of such violations by the Contractor.\

g. The Contractor shall conduct its operations hereunder so as not to endanger, unreasonably interfere with, or delay the operations or activities of any tenants or occupants on the premises or the Facility and, moreover, shall use the same degree of care in performance on the premises as would be required by law of the Port Authority and shall conduct operations hereunder in a courteous, efficient and safe manner.

h. The Contractor shall provide such equipment and medical facilities as may be necessary to supply first aid service in case of accidents to its personnel who may be injured in the furnishing of service hereunder. The Contractor shall maintain standing arrangements for the removal and hospital treatment of any of its personnel who may be injured.

19. Assignments and Subcontracting

a. The Contractor shall not sell, transfer, mortgage, pledge, subcontract or assign this Contract or any part thereof or any of the rights granted hereunder or any moneys due or to become due to it hereunder or enter into any contract requiring or permitting the doing of anything hereunder by an independent Contractor, without the prior written approval of the Port Authority, and any such sale, transfer, mortgage, pledge, subcontract, assignment or contract without such prior written approval shall be void as to the Port Authority.

b. All subcontractors who provide permanent personnel to the Contractor for work under this Contract shall be given written notice to comply with all requirements of the Contract. The Contractor shall be responsible and liable for the performance and acts of each subcontractor.

c. All persons to whom the Contractor sublets services shall be deemed to be its agents and no subletting or approval thereof shall be deemed to release this Contractor from its obligations under this Contract or to impose any obligations on the Port Authority to such subcontractor or to give the subcontractor any rights against the Port Authority.

20. Indemnification and Risks Assumed By The Contractor

To the extent permitted by law, the Contractor shall indemnify and hold harmless the Port Authority, its Commissioners, officers, representatives and employees from and against all claims and demands, just or unjust, of third persons (including employees, officers, and agents of the Port Authority) arising out of or in any way connected or alleged to arise out of or alleged to be in any way connected with the Contract and all other services and activities of the Contractor under this Contract and for all expenses incurred by it and by them in the defense, settlement or satisfaction thereof, including without limitation thereto, claims and demands for death, for personal injury or for property damage, direct or consequential, whether they arise from the acts or omissions of the Contractor, of the Port Authority, of third persons, or from the acts of God or the public enemy, or otherwise, including claims and demands of any local jurisdiction against the Port Authority in connection with this Contract.

The Contractor assumes the following risks, whether such risks arise from acts or omissions (negligent or not) of the Contractor, the Port Authority or third persons or from any other cause, excepting only risks occasioned solely by affirmative willful acts of the Port Authority done subsequent to the opening of proposals on this Contract, and shall to the extent permitted by law indemnify the Port Authority for all loss or damage incurred in connection with such risks:

a. The risk of any and all loss or damage to Port Authority property, equipment (including but not limited to automotive and/or mobile equipment), materials and possessions, on or off the premises, the loss or damage of which shall arise out of the Contractor's operations hereunder. The Contractor shall if so directed by the Port Authority, repair, replace or rebuild to the satisfaction of the Port Authority, any and all parts of the premises or the Facility which may be damaged or destroyed by the acts or omissions of the Contractor, its officers, agents, or employees and if the Contractor shall fail so to repair, replace, or rebuild with due diligence the Port Authority may, at its option, perform any of the foregoing work and the Contractor shall pay to the Port Authority the cost thereof.

b. The risk of any and all loss or damage of the Contractor's property, equipment (including but not limite to automotive and/or mobile equipment) materials and possessions on the Facility.

c. The risk of claim, whether made against the Contractor or the Port Authority, for any and all loss or damages occurring to any property, equipment (including but not limited to automotive and/or mobile equipment), materials and possessions of the Contractor's agents, employees, materialmen and others performing work hereunder.

d. The risk of claims for injuries, damage or loss of any kind just or unjust of third persons arising or alleged to arise out of the performance of work hereunder, whether such claims are made against the Contractor or the Port Authority.

If so directed, the Contractor shall at its own expense defend any suit based upon any such claim or demand, even if such suit, claim or demand is groundless, false or fraudulent, and in handling such shall not, without obtaining express advance permission from the General Counsel of the Port Authority, raise any defense involving in any way the jurisdiction of the tribunal over the person of the Port Authority, the immunity of the Port Authority, its Commissioners, officers, agents or employees, the governmental nature of the Port Authority or the provision of any statutes respecting suits against the Port Authority.

Neither the requirements of the Port Authority under this Contract, nor of the Port Authority of the methods of performance hereunder nor the failure of the Port Authority to call attention to improper or inadequate methods or to require a change in the method of performance hereunder nor the failure of the Port Authority to direct the Contractor to take any particular precaution or other action or to refrain from doing any particular thing shall relieve the Contractor of its liability for injuries to persons or damage to property or environmental impairment arising out of its operations.

21. Approval of Methods

Neither the approval of the Port Authority of the methods of furnishing services hereunder nor the failure of the Port Authority to call attention to improper or inadequate methods or to require a change in the method of furnishing services hereunder, nor the failure of the Port Authority to direct the Contractor to take any particular precautions or to refrain from doing any particular thing shall relieve the Contractor of its liability for injuries to persons or damage to property or environmental impairment arising out of its operations.

22. Safety and Cleanliness

a. The Contractor shall, in the furnishing of services hereunder, exercise every precaution to prevent injury to person or damage to property or environmental impairment and avoid inconvenience to the occupants of or any visitors to the Facility. The Contractor shall, without limiting the generality hereof, place such personnel, erect such barricades and railings, give such warnings, display such lights, signals or signs, place such cones and exercise precautions as may be necessary, proper or desirable.

b. The Contractor shall in case of unsafe floor conditions due to construction, wetness, spillage, sickness and all other types of hazardous conditions proceed to rope off the unsafe area and place appropriate warnings signs to prevent accidents from occurring. The Contractor shall clean said area to the satisfaction of the Manager.

c. The Contractor shall at all times maintain in a clean and orderly condition and appearance any and all facilities provided by the Port Authority for the Contractor's operations, and all fixtures, sink closets, equipment, and other personal property of the Port Authority which are located in said facilities.

23. Accident Reports

The Contractor shall promptly report in writing to the Manager of the Facility and to the Deputy Chief, Litigation Management of the Port Authority all accidents whatsoever arising out of or in connection with its operations hereunder and which result in death or injury to persons or damage to property, setting forth such details thereof as the Port Authority may desire. In addition, if death or serious injury or serious damage is caused, such accidents shall be immediately reported by telephone to the aforesaid representatives of the Port Authority.

24. Trash Removal

The Contractor shall remove daily from the Facility by means provided by the Contractor all garbage, debris and other waste material (solid or liquid) arising out of or in connection with its operations hereunder, and any such garbage, debris and other waste material not immediately removed shall be temporarily stored in a clear and sanitary condition, approved by the Facility Manager and shall be kept covered except when filling

or emptying them. The Contractor shall exercise care in removing such garbage, debris and other waste materials from the Facility. The manner of such storage and removal shall always be subject in all respects to the continual approval of the Port Authority. No equipment or facilities of the Port Authority shall be used in such removal unless with its prior consent in writing. No such garbage, debris or other waste materials shall be or be permitted to be thrown, discharged or disposed into or upon the waters at or bounding the Facility.

25. Lost and Found Property

The Contractor shall instruct its personnel that all items of personal property found by the Contractor's employees at the Site must be turned in to the Port Authority and a receipt will be issued therefor.

26. Property of the Contractor

a. All property of the Contractor at the Site by virtue of this Contract shall be removed on or before the expiration or sooner termination or revocation of this Contract.

b. If the Contractor shall fail to remove its property upon the expiration, termination or revocation of this Contract the Port Authority may, at its option, dispose of such property as waste or as agent for the Contractor and at the risk and expense of the Contractor, remove such property to a public warehouse, or may retain the same in its own possession, and in either event after the expiration of thirty (30) days may sell the same in accordance with any method deemed appropriate; the proceeds of any such sale shall be applied first, to the expenses of sale and second, to any sums owed by the Contractor to the Port Authority; any balance remaining shall be paid to the Contractor. Any excess of the total cost of removal, storage and sale and other costs incurred by the Port Authority as a result of such failure of performance by the Contractor over the proceeds of sale shall be paid by the Contractor to the Port Authority upon demand.

27. Modification of Contract

This Contract may not be changed except in writing signed by the Port Authority and the Contractor. The Contractor agrees that no representation or warranties shall be binding upon the Port Authority unless expressed in writing in this Contract.

28. Invalid Clauses

If any provision of this Contract shall be such as to destroy its mutuality or to render it invalid or illegal, then, if it shall not appear to have been so material that without it the Contract would not have been made by the parties, it shall not be deemed to form part thereof but the balance of the Contract shall remain in full force and effect.

29. Approval of Materials, Supplies and Equipment

Only Port Authority approved materials, supplies, and equipment are to be used by the Contractor in performing the Work hereunder. Inclusion of chemical containing materials or supplies on the Port Authority Approved Products List – Environmental Protection Supplies constitutes approval. The list may be revised from time to time and at any time by the Port Authority and it shall be incumbent upon the Contractor to obtain the most current list from the Manager of the Facility.

At anytime during the Solicitation, pre-performance or performance periods, the Contractor may propose th use of an alternate product or products to those on the Approved Products List – Environmental Protection Supplies, which product(s) shall be subject to review and approval by the Port Authority. Any alternate product so approved by the Port Authority may be used by the Contractor in performing the Services hereunder. Until such approval is given, only products on the Approved Products List – Environmental Protection Supplies may be used.

30. Intellectual Property

The right to use all patented materials, appliances, processes of manufacture or types of construction, trade and service marks, copyrights and trade secrets, collectively hereinafter referred to as "Intellectual Property Rights", in the performance of the work, shall be obtained by the Contractor without separate or additional compensation. Where the services under this Agreement require the Contractor to provide materials, equipment or software for the use of the Port Authority or its employees or agents, the Port Authority shall be provided with the Intellectual Property Rights required for such use without further compensation than is provided for under this Agreement.

The Contractor shall indemnify the Port Authority against and save it harmless from all loss and expense incurred as a result of any claims in the nature of Intellectual Property Rights infringement arising out of the Contractor's or Port Authority's use, in accordance with the above immediately preceding paragraph, of any Intellectual Property. The Contractor, if requested, shall conduct all negotiations with respect to and defend such claims. If the Contractor or the Port Authority, its employees or agents be enjoined either temporarily or permanently from the use of any subject matter as to which the Contractor is to indemnify the Port Authority against infringement, then the Port Authority may, without limiting any other rights it may have, require the Contractor to supply temporary or permanent replacement facilities approved by the Manager, and if the Contractor fails to do so the Contractor shall, at its expense, remove all such enjoined facilities and refund the cost thereof to the Port Authority or take such steps as may be necessary to insure compliance by the Contractor and the Port Authority with said injunction, to the satisfaction of the Port Authority.

In addition, the Contractor shall promptly and fully inform the Director in writing of any intellectual property rights disputes, whether existing or potential, of which it has knowledge, relating to any idea, design, method, material, equipment or any other matter related to the subject matter of this Agreement or coming to its attention in connection with this Agreement.

31. Contract Records and Documents – Passwords and Codes

When the performance of the contract services requires the Contractor to produce, compile or maintain records, data, drawings, or documents of any kind, regardless of the media utilized, then all such records, drawings, data and documents which are produced, prepared or compiled in connection with this contract, shall become the property of the Port Authority, and the Port Authority shall have the right to use or permit the use of them and any ideas or methods represented by them for any purpose and at any time without other compensation than that specifically provided herein.

When in the performance of the contract services the Contractor utilizes passwords or codes for any purpose, at any time during or after the performance of such services, upon written request by the Authority, the Contractor shall make available to the designated Authority representative all such passwords and codes.

32. High Security Areas

a. Services under the Contract may be required in high security areas, as the same may be designated by the Manager from time to time. The Port Authority shall require the observance of certain security

procedures with respect to the high security areas, which may include the escort to, at, and/or from said high security areas by security personnel designated by the Contractor or any subcontractor's personnel required to work therein.

b. Twenty-four hours prior to the proposed performance of any work in a high security area, the Contractor shall notify the Manager. The Contractor shall conform to the procedures as may be established by the Manager from time to time and at any time for access to high security areas and the escorting of personnel hereunder. Prior to the start of work, the Contractor shall request a description from the Manager of the high security areas which will be in effect on the commencement date. The description of high security areas may be changed from time to time and at any time by the Manager during the term of the Contract.

33. Notification of Security Requirements

The Port Authority operates facilities and systems, at which terrorism or other criminal acts may have a significant impact on life safety and key infrastructures. The Authority reserves the right to impose multiple layers of security requirements on the performance of the Contract work, including on the Contractor, its staff and subcontractors and their staffs depending upon the level of security required, as determined by the Authority. The Contractor shall and shall instruct its subcontractors to cooperate with Authority staff in adopting security requirements. These security requirements may include but may not be limited to the following:

i. Identity Checks and Background Screening

Contractor/subcontractor identity checks and background screening shall include but shall not be limited to: (1) inspection of not less than two forms of valid/current government issued identification (at least one having an official photograph) to verify staff's name and residence; (2) screening of federal, state, and/or local criminal justice agency information databases and files; (3) screening of any terrorist identification files; (4) multi-year check of personal, employment and /or credit history; (5) access identification to include some form of biometric security methodology such as fingerprint, facial or iris scanning.

The Contractor may be required to have its staff, and any subcontractor's staff, authorize the Authority or its designee to perform background checks. Such authorization shall be in a form acceptable to the Authority. If the Authority directs the Contractor to have identity checks and background screening performed by a particular firm designated by the Authority, the Authority will compensate the Contractor for the cost of such screening pursuant to the Extra Work provisions of the Contract.

ii. Issuance of Photo Identification cards:

If the Authority requires facility-specific identification cards for the Contractor's and subcontractors staff, the Authority will supply such identification cards at no cost to the Contractor.

iii. Access control, inspection, and monitoring by security guards:

The Authority will provide for facility access control, inspection and monitoring by Authority retaine security guards. Should the Authority require the Contractor to hire security guards for the purpose (facility access control and inspection in lieu of or in addition to the Authority retained facility securi guards, the Contractor will be reimbursed for the cost of such security guards pursuant to the Ext Work provisions of the Contract. However, this provision shall not relieve the Contractor of i responsibility to secure its equipment and work at the facility at its own expense.

The Authority may impose, increase, and/or upgrade security requirements for the Contract(subcontractors and their staffs during the term of this Contract to address changing security conditio

and/or new governmental regulations.

34. Construction In Progress

The Contractor recognizes that construction may be in progress at the Facility and may continue throughout the term of this Contract. Notwithstanding, the Contractor shall at all times during the term hereof maintain the same standards of performance and cleanliness as prevails in non-affected areas as required by the standards hereunder.

35. Permit-Required Confined Space Work

Prior to commencement of any work, the Contractor shall request and obtain from the Port Authority a description of all spaces at the facility which are permit-required confined spaces requiring issuance of an OSHA permit.

Prior to the commencement of any work in a permit-required confined space at a Port Authority facility requiring issuance of an OSHA permit, the Contractor shall contact the Manager to obtain an Authority Contractor Permit-Required Confined Space Notification form. The notification form must be filled out and submitted prior to commencing permit-required confined space work. All confined space work shall be performed in accordance with all applicable OSHA requirements. The Contractor shall provide its employees with a copy of its own company permit and shall furnish the Port Authority with a copy of the permit upon completion of the work. The Contractor must supply all equipment required for working in a confined space.

36. Signs

Except with the prior written approval of the Port Authority, the Contractor shall not erect, maintain or display any signs or posters or any advertising on or about the Facility.

37. Vending Machines, Food Preparation

The Contractor shall not install, maintain or operate on the Facility, or on any other Port Authority property, any vending machines without the prior written approval of the Port Authority. No foods or beverages shall be prepared or consumed at the Facility by any of the Contractor's employees except in areas as may be specifically designated by the Port Authority for such purpose.

38. Non-Publication

The Contractor shall not issue nor permit to be issued any press release, advertisement, or literature of any kind, which refers to the Port Authority or to the fact that goods have been, are being or will be provided to it and/or that services have been, are being or will be performed for it in connection with this Agreement, unless the vendor first obtains the written approval of the Port Authority. Such approval may be withheld if for any reason the Port Authority believes that the publication of such information would be harmful to the public interest of is in any way undesirable.

39. Time is of the Essence

Time is of the essence in the Contractor's performance of this Contract inasmuch as the Work to be performed will affect the operation of public facilities.

40. Holidays

The following holidays will be observed at the Site:

New Year's Day	Labor Day
Martin Luther King Jr. Day	Columbus Day

Presidents Day	Veterans Day
Memorial Day	Thanksgiving Day
Independence Day	Day After Thanksgiving
Christmas Day	

This list is subject to periodic revision and the Contractor shall be responsible for obtaining all updated lists from the office of the Manager. If any such holiday falls on a Sunday then the next day shall be considered the holiday and/or if any such holiday falls on a Saturday then the preceding day shall be considered the holiday.

41. Personnel Standards

In addition to any specific personnel requirements that may be required under the clause entitled "Personnel Requirements" in the Specifications, the Contractor (and any Subcontractor) shall furnish competent and adequately trained personnel to perform the Work hereunder. If, in the opinion of the Manager, any employee so assigned is performing their functions unsatisfactorily, they shall be replaced by the Contractor within twenty-four (24) hours following the Contractor's receipt of the Manager's request for such replacement.

All Contractor's employees performing Work hereunder shall have the ability to communicate in the English language to the extent necessary to comprehend directions given by either the Contractor's supervisory staff or by the Manager's staff. Any employee operating a motor vehicle must have a valid driver's license.

42. General Uniform Requirements for Contractor's Personnel

In addition to any specific uniform requirements that may be required by the Specifications, uniforms must be worn at all times during which the Services are being performed hereunder. The Contractor agrees that his/her employees will present a neat, clean and orderly appearance at all times. Uniforms shall include the Contractor's identification badge with picture ID bearing the employee's name. All uniforms, colors, types and styles shall be subject to the prior approval of the Manager. The Contractor will also be responsible for ensuring that its employees are wearing shoes appropriate for the tasks performed. The Manager shall have the right to require removal of any employee who shall fail to wear the proper uniform and shoes, and the exercise of this right shall not limit the obligation of the Contractor to perform the Services or to furnish an required number of employees at a specific location at the Site as specified.

43. Labor, Equipment and Materials Supplied by the Contractor

The Contractor shall, at all times during the performance of this Contract, furnish all necessary labor, supervision, equipment and materials necessary for the prompt and efficient performance of the Work, whether such materials and equipment are actually employed in the furnishing of the Work or whether incidental thereto.

All materials used by the Contractor in furnishing Work hereunder shall be of such quality as to accomplis the purposes of this Contract and the Services to be furnished hereunder in such manner so as not to damag any part of the Site.

The Port Authority by its officers, employees and representatives shall have the right at all times to exami the supplies, materials and equipment used by the Contractor, to observe the operations of the Contractor, agents, servants and employees and to do any act or thing which the Port Authority may be obligated or have the right to do under this Contract or otherwise.

All equipment, materials and supplies used in the performance of this Contract required hereunder shall b used in accordance with their manufacturer's instructions.

Materials and supplies to be provided by the Contractor hereunder shall comply with OSHA and all

applicable regulations.

44. Contractor's Vehicles – Parking - Licenses

At the discretion of the Manager, the Port Authority may permit the Contractor during the effective period of this Contract to park vehicle(s) used by it in its operations hereunder in such location as may from time to time or at any time be designated by the Manager. The Contractor shall comply with such existing rules, regulations and procedures as are now in force and such reasonable future rules, regulations and procedures as may hereafter be adopted by the Port Authority for the safety and convenience of persons who park automotive vehicles in any parking area at the Site or for the safety and proper persons who park automotive vehicles in any parking area at the Site or for the safety and proper identification of such vehicles, and the Contractor shall also comply with any and all directions pertaining to such parking which may be given from time to time and at any time by the Manager. Any vehicle used by the Contractor hereunder shall be marked or placarded, identifying it as the Contractor's vehicle.

45. Manager's Authority

In the performance of the Work hereunder, the Contractor shall conform to all orders, directions and requirements of the Manager and shall perform the Work hereunder to the satisfaction of the Manager at such times and places, by such methods and in such manner and sequence as he/she may require, and the Contract shall at all stages be subject to his/her inspection. The Manager shall determine the amount, quality, acceptability and fitness of all parts of the Work and shall interpret the Specifications and any orders for Extra Work. The Contractor shall employ no equipment, materials, methods or staff or personnel to which the Manager objects. Upon request, the Manager shall confirm in writing any oral order, direction, requirement or determination.

The Manager shall have the authority to decide all questions in connection with the Services to be performed hereunder. The exercise by the Manager of the powers and authorities vested in him/her by this section shall be binding and final upon the Port Authority and the Contractor.

46. Price Preference

If this solicitation has not been set aside for the purposes of making an award based on bids solicited from Port Authority certified Minority Business, Women Business or Small Business Enterprises as indicated by the bidder pre-requisites in Part II hereof, for awards of contracts, not exceeding $1,000,000, for:

(a) Services, a price preference of 5% is available for New York or New Jersey Small Business Enterprises (SBE); or

(b) Services (excluding Janitorial/Cleaning Services), a price preference of 10% is available for New York or New Jersey Minority or Women Business Enterprises (M/WBE),

certified by the Port Authority by the day before the bid opening.

If the Bidder is a Port Authority certified MBE, WBE or SBE, enter the applicable date(s) certification was obtained in the space provided on the Signature Sheet attached hereto.

47. Good Faith Participation

If specified as applicable to this Contract, the Contractor shall use every good-faith effort to provide for meaningful participation by certified Minority Business Enterprises (MBEs) and certified Women-owned Business Enterprises (WBEs) as defined in the Standard Contract Terms and Conditions for Goods and Services, in all purchasing, subcontracting and ancillary service opportunities associated with this Contract, including purchase of equipment, supplies and labor services.

Good Faith efforts to include participation by MBEs/WBEs shall include the following:

a. Dividing the services and materials to be procured into small portions, where feasible.

b. Giving reasonable advance notice of specific contracting, subcontracting and purchasing opportunities to such MBEs/WBEs as may be appropriate.

c. Soliciting services and materials, to be procured, from the Directory of MBEs/WBEs, a copy of which can be obtained by contacting Small Business Programs at (212) 435-7819 or seeking MBEs/WBEs from other sources.

d. Insuring that provision is made to provide progress payments to MBEs/WBEs on a timely basis.

PART III CONTRACTOR'S INTEGRITY PROVISIONS

1. Certification of No Investigation (criminal or civil anti-trust), Indictment, Conviction, Debarment, Suspension, Disqualification and Disclosure of Other Information

By bidding on this Contract, each Bidder and each person signing on behalf of any Bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, that the Bidder and each parent and/or affiliate of the Bidder has not

a. been indicted or convicted in any jurisdiction;
b. been suspended, debarred, found not responsible or otherwise disqualified from entering into any contract with any governmental agency or been denied a government contract for failure to meet standards related to the integrity of the Bidder;
c. had a contract terminated by any governmental agency for breach of contract or for any cause based in whole or in part on an indictment or conviction;
d. ever used a name, trade name or abbreviated name, or an Employer Identification Number different from those inserted in the Bid;
e. had any business or professional license suspended or revoked or, within the five years prior to bid opening, had any sanction imposed in excess of $50,000 as a result of any judicial or administrative proceeding with respect to any license held or with respect to any violation of a federal, state or local environmental law, rule or regulation;
f. had any sanction imposed as a result of a judicial or administrative proceeding related to fraud, extortion, bribery, bid rigging, embezzlement, misrepresentation or anti-trust regardless of the dollar amount of the sanctions or the date of their imposition; and
g. been, and is not currently, the subject of a criminal investigation by any federal, state or local prosecuting or investigative agency and/or a civil anti-trust investigation by any federal, state o local prosecuting or investigative agency.

2. Non-Collusive Bidding, and Code of Ethics Certification, Certification of No Solicitation Based On Commission, Percentage, Brokerage, Contingent or Other Fees

By bidding on this Contract, each Bidder and each person signing on behalf of any Bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, that

a. the prices in its bid have been arrived at independently without collusion, consultation, communication or agreement for the purpose of restricting competition, as to any matter relati to such prices with any other bidder or with any competitor;
b. the prices quoted in its bid have not been and will not be knowingly disclosed directly or indirectly by the Bidder prior to the official opening of such bid to any other bidder or to any competitor;
c. no attempt has been made and none will be made by the Bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition;
d. this organization has not made any offers or agreements or taken any other action with respec to any Authority employee or former employee or immediate family member of either which

would constitute a breach of ethical standards under the Code of Ethics dated April 11, 1996 (a copy of which is available upon request to the individual named in the clause hereof entitled "Bidder's Questions"), nor does this organization have any knowledge of any act on the part of an Authority employee or former Authority employee relating either directly or indirectly to this organization which constitutes a breach of the ethical standards set forth in said Code;

e. no person or selling agency other than a bona fide employee or bona fide established commercial or selling agency maintained by the Bidder for the purpose of securing business, has been employed or retained by the Bidder to solicit or secure this Contract on the understanding that a commission, percentage, brokerage, contingent, or other fee would be paid to such person or selling agency; and

f. the bidder has not offered, promised or given, demanded or accepted, any undue advantage, directly or indirectly, to or from a public official or employee, political candidate, party or party official, or any private sector employee (including a person who directs or works for a private sector enterprise in any capacity), in order to obtain, retain, or direct business or to secure any other improper advantage in connection with this Contract.

The foregoing certifications shall be deemed to be made by the Bidder as follows:

* if the Bidder is a corporation, such certification shall be deemed to have been made not only with respect to the Bidder itself, but also with respect to each parent, affiliate, director, and officer of the Bidder, as well as, to the best of the certifier's knowledge and belief, each stockholder of the Bidder with an ownership interest in excess of 10%;
* if the Bidder is a partnership, such certification shall be deemed to have been made not only with respect to the Bidder itself, but also with respect to each partner.

Moreover, the foregoing certifications, if made by a corporate Bidder, shall be deemed to have been authorized by the Board of Directors of the Bidder, and such authorization shall be deemed to include the signing and submission of the bid and the inclusion therein of such certification as the act and deed of the corporation.

In any case where the Bidder cannot make the foregoing certifications, the Bidder shall so state and shall furnish with the signed bid a signed statement which sets forth in detail the reasons therefor. If the Bidder is uncertain as to whether it can make the foregoing certifications, it shall so indicate in a signed statement furnished with its bid, setting forth in such statement the reasons for its uncertainty.

Notwithstanding that the Bidder may be able to make the foregoing certifications at the time the bid is submitted, the Bidder shall immediately notify the Authority in writing during the period of irrevocability of bids on this Contract of any change of circumstances which might under this clause make it unable to make the foregoing certifications or require disclosure. The foregoing certifications or signed statement shall be deemed to have been made by the Bidder with full knowledge that they would become a part of the records of the Authority and that the Authority will rely on their truth and accuracy in awarding this Contract. In the event that the Authority should determine at any time prior or subsequent to the award of this Contract that the Bidder has falsely certified as to any material item in the foregoing certifications or has willfully or fraudulently furnished a signed statement which is false in any material respect, or has not fully and accurately represented any circumstance with respect to any item in the foregoing certifications required to be disclosed, the Authority may determine that the Bidder is not a responsible Bidder with respect to its bid on the Contract or with respect to future bids on Authority contracts and may exercise such other remedies as are provided to it by the Contract with respect to these matters. In addition, Bidders are advised that knowingly providing a false certification or statement pursuant hereto may be the basis for prosecution for offering a false instrument for filing (see e.g. New York Penal Law, Section 175.30 et seq.). Bidders are also advised that the inability to make such certification will not in and of itself disqualify a Bidder, and that in each instance the Authority will evaluate the reasons therefor provided by the Bidder. Under certain circumstances the Bidder may be required as a condition of Contract award to enter into a Monitoring Agreement under which it will be

required to take certain specified actions, including compensating an independent Monitor to be selected by the Port Authority, said Monitor to be charged with, among other things, auditing the actions of the Bidder to determine whether its business practices and relationships indicate a level of integrity sufficient to permit it to continue business with the Port Authority.

3. Bidder Eligibility for Award of Contracts - Determination by an Agency of the State of New York or New Jersey Concerning Eligibility to Receive Public Contracts

Bidders are advised that the Authority has adopted a policy to the effect that in awarding its contracts it will honor any determination by an agency of the State of New York or New Jersey that a Bidder is not eligible to bid on or be awarded public contracts because the Bidder has been determined to have engaged in illegal or dishonest conduct or to have violated prevailing rate of wage legislation.

The policy permits a Bidder whose ineligibility has been so determined by an agency of the State of New York or New Jersey to submit a bid on a Port Authority contract and then to establish that it is eligible to be awarded a contract on which it has bid because (i) the state agency determination relied upon does not apply to the Bidder, or (ii) the state agency determination relied upon was made without affording the Bidder the notice and hearing to which the Bidder was entitled by the requirements of due process of law, or (iii) the state agency determination was clearly erroneous or (iv) the state determination relied upon was not based on a finding of conduct demonstrating a lack of integrity or violation of a prevailing rate of wage law.

The full text of the resolution adopting the policy may be found in the Minutes of the Authority's Board of Commissioners meeting of September 9, 1993.

4. No Gifts, Gratuities, Offers of Employment, Etc.

During the term of this Contract, the Contractor shall not offer, give or agree to give anything of value either to a Port Authority employee, agent, job shopper, consultant, construction manager or other person or firm representing the Port Authority, or to a member of the immediate family (i.e., a spouse, child, parent, brother or sister) of any of the foregoing, in connection with the performance by such employee, agent, job shopper, consultant, construction manager or other person or firm representing the Port Authority of duties involving transactions with the Contractor on behalf of the Port Authority, whether or not such duties are related to this Contract or any other Port Authority contract or matter. Any such conduct shall be deemed a material breach of this Contract.

As used herein "anything of value" shall include but not be limited to any (a) favors, such as meals, entertainment, transportation (other than that contemplated by the Contract or any other Port Authority contract) etc. which might tend to obligate the Port Authority employee to the Contractor, and (b) gift, gratuity, money, goods, equipment, services, lodging, discounts not available to the general public, offers or promises of employment, loans or the cancellation thereof, preferential treatment or business opportunity. Such term shall not include compensation contemplated by this Contract or any other Port Authority contract. Where used herein, the term "Port Authority" shall be deemed to include all subsidiaries of the Port Authority.

The Contractor shall insure that no gratuities of any kind or nature whatsoever shall be solicited or accepted by it and by its personnel for any reason whatsoever from the passengers, tenants, customers or other persons using the Facility and shall so instruct its personnel.

In addition, during the term of this Contract, the Contractor shall not make an offer of employment or use confidential information in a manner proscribed by the Code of Ethics and Financial Disclosure dated April 11 1996 (a copy of which is available upon request to the Office of the Secretary of the Port Authority).

The Contractor shall include the provisions of this clause in each subcontract entered into under this Contract.

5. Conflict of Interest

During the term of this Contract, the Contractor shall not participate in any way in the preparation, negotiation or award of any contract (other than a contract for its own services to the Authority) to which it is contemplated the Port Authority may become a party, or participate in any way in the review or resolution of a claim in connection with such a contract if the Contractor has a substantial financial interest in the contractor or potential contractor of the Port Authority or if the Contractor has an arrangement for future employment or for any other business relationship with said contractor or potential contractor, nor shall the Contractor at any time take any other action which might be viewed as or give the appearance of conflict of interest on its part. If the possibility of such an arrangement for future employment or for another business arrangement has been or is the subject of a previous or current discussion, or if the Contractor has reason to believe such an arrangement may be the subject of future discussion, or if the Contractor has any financial interest, substantial or not, in a contractor or potential contractor of the Authority, and the Contractor's participation in the preparation, negotiation or award of any contract with such a contractor or the review or resolution of a claim in connection with such a contract is contemplated or if the Contractor has reason to believe that any other situation exists which might be viewed as or give the appearance of a conflict of interest, the Contractor shall immediately inform the Director in writing of such situation giving the full details thereof. Unless the Contractor receives the specific written approval of the Director, the Contractor shall not take the contemplated action which might be viewed as or give the appearance of a conflict of interest. In the event the Director shall determine that the performance by the Contractor of a portion of its Services under this Agreement is precluded by the provisions of this numbered paragraph, or a portion of the Contractor's said Services is determined by the Director to be no longer appropriate because of such preclusion, then the Director shall have full authority on behalf of both parties to order that such portion of the Contractor's Services not be performed by the Contractor, reserving the right, however, to have the Services performed by others and any lump sum compensation payable hereunder which is applicable to the deleted work shall be equitably adjusted by the parties. The Contractor's execution of this document shall constitute a representation by the Contractor that at the time of such execution the Contractor knows of no circumstances, present or anticipated, which come within the provisions of this paragraph or which might otherwise be viewed as or give the appearance of a conflict of interest on the Contractor's part. The Contractor acknowledges that the Authority may preclude it from involvement in certain disposition/privatization initiatives or transactions that result from the findings of its evaluations hereunder or from participation in any contract which results, directly or indirectly, from the Services provided by the Contractor hereunder.

6. Definitions

As used in this section, the following terms shall mean:

Affiliate - Two or more firms are affiliates if a parent owns more than fifty percent of the voting stock of each of the firms, or a common shareholder or group of shareholders owns more than fifty percent of the voting stock of each of the firms, or if the firms have a common proprietor or general partner.

Agency or Governmental Agency - Any federal, state, city or other local agency, including departments, offices, public authorities and corporations, boards of education and higher education, public development corporations, local development corporations and others.

Investigation - Any inquiries made by any federal, state or local criminal prosecuting agency and any inquiries concerning civil anti-trust investigations made by any federal, state or local governmental agency. Except for inquiries concerning civil anti-trust investigations, the term does not include inquiries made by any civil government agency concerning compliance with any regulation, the nature of which does not carry criminal penalties, nor does it include any background investigations for employment, or Federal, State, and local inquiries into tax returns.

Officer - Any individual who serves as chief executive officer, chief financial officer, or chief operating officer of the Bidder by whatever titles known.

Parent - An individual, partnership, joint venture or corporation which owns more than 50% of the voting stock of the Bidder.

If the solicitation is a Request for Proposal:

Bid - shall mean Proposal;
Bidder - shall mean Proposer;
Bidding - shall mean submitting a Proposal.

In a Contract resulting from the taking of bids:

Bid - shall mean bid;
Bidder - shall mean Bidder;
Bidding - shall mean executing this Contract.

In a Contract resulting from the taking of Proposals:

Bid - shall mean Proposal;
Bidder - shall mean Proposer;
Bidding - shall mean executing this Contract.

ATTACHMENT C
PROPOSER NAME: _____ PROPOSAL NUMBER _____

CALCULATION OF HOURLY RATE

GENERAL CLEANING AND MACHINE SWEEPING AT JFK INT'L AIRPORT

CLEANER

ITEM #1 DIRECT WAGES NUMBER OF EMPLOYEES	$_____	item 1
	_____	
ITEM #2 HEALTH BENEFITS HEALTH	$_____	
ITEM #3 SUPPLEMENTAL BENEFITS (ITEMS NOT REQUIRED BY LAW)		NUMBER OF DAYS PROVIDED
HOLIDAY ALLOWANCE	$_____	_____
VACATION ALLOWANCE	$_____	_____
SICK TIME ALLOWANCE	$_____	_____
PENSION	$_____	
WELFARE	$_____	
OTHER SUPPLEMENTAL BENEFITS SPECIFY _____	$_____	
SUB TOTAL (ITEMS #1 & 2)	$_____	sub total 1&2
ITEM #3 TAXES AND INSURANCE (ITEM REQUIRED BY LAW)		
F.I.C.A.	$_____	
N.Y.S.U.I.	$_____	
F.U.I.	$_____	
WORKERS' COMPENSATION	$_____	
GENERAL LIABILITY INSURANCE	$_____	
DISABILITY INSURANCE	$_____	
OTHER TAXES AND INSURANCE SPECIFY _____	$_____	
ITEM #4 ADDITIONAL COMPONENTS (IF APPLICABLE)		
VEHICLE/MTCE/FUEL	$_____	
UNIFORMS	$_____	
EQUIPMENT	$_____	
MATERIALS	$_____	
SUPPLIES	$_____	
RELIEF	$_____	
ROLL CALL	$_____	
OTHER COMPONENTS NOT SPECIFIED ABOVE SPECIFY _____	$_____	
GENERAL ADMINISTRATIVE COSTS, OVERHEAD AND PROFIT	$_____	
TOTAL (ITEMS #1, 2, 3 AND 4)	$_____	

ATTACHMENT C
PROPOSER NAME: _____ PROPOSAL NUMBER _____

CALCULATION OF HOURLY RATE

GENERAL CLEANING AND MACHINE SWEEPING AT JFK INT'L AIRPORT

SUPERVISOR

ITEM #1 DIRECT WAGES NUMBER OF EMPLOYEES	$_____	item 1 _____
ITEM #2 HEALTH BENEFITS HEALTH	$_____	
ITEM #3 SUPPLEMENTAL BENEFITS (ITEMS NOT REQUIRED BY LAW)		NUMBER OF DAYS PROVIDED
HOLIDAY ALLOWANCE	$_____	_____
VACATION ALLOWANCE	$_____	_____
SICK TIME ALLOWANCE	$_____	_____
PENSION	$_____	
WELFARE	$_____	
OTHER SUPPLEMENTAL BENEFITS SPECIFY _____	$_____	
SUB TOTAL (ITEMS #1 & 2)	$_____	sub total 1&2
ITEM #3 TAXES AND INSURANCE (ITEM REQUIRED BY LAW)		
F.I.C.A.	$_____	
N.Y.S.U.I.	$_____	
F.U.I.	$_____	
WORKERS' COMPENSATION	$_____	
GENERAL LIABILITY INSURANCE	$_____	
DISABILITY INSURANCE	$_____	
OTHER TAXES AND INSURANCE SPECIFY _____	$_____	
ITEM #4 ADDITIONAL COMPONENTS (IF APPLICABLE)		
VEHICLE/MTCE/FUEL	$_____	
UNIFORMS	$_____	
EQUIPMENT	$_____	
MATERIALS	$_____	
SUPPLIES	$_____	
RELIEF	$_____	
ROLL CALL	$_____	
OTHER COMPONENTS NOT SPECIFIED ABOVE SPECIFY _____	$_____	
GENERAL ADMINISTRATIVE COSTS, OVERHEAD AND PROFIT	$_____	
TOTAL (ITEMS #1, 2, 3 AND 4)	$_____	

ATTACHMENT D

RESERVED

ATTACHMENT E

CUSTOMER SERVICE – AIRPORT STANDARDS MANUAL

CUSTOMER SERVICE

Airport Standards Manual

John F. Kennedy International Airport
LaGuardia Airport
Newark Liberty International Airport
Teterboro Airport
Downtown Manhattan Heliport

Prepared and Published by
The Port Authority of New York & New Jersey - Aviation Department
Customer, Cargo, Concessions & Airport Services Division

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Fourth Edition, May 2005

Mission

To plan, develop, promote, operate and maintain a unified system of regional airport facilities, providing the region with unsurpassed global access and restoring the region to its preeminent status as the nation's gateway for passengers and cargo.

Vision

- *Focus on Customer Well Being - Provide an airport environment where customers are safe and secure, yet receive quality service.*
- *Be a Model for Service, Security, Efficiency, Safety and Effectiveness.*
- *Strive for Truly Satisfied Customers and a Reputation for Inspired Leadership.*

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Introduction

Airport Standards Manual

The Airport Standards Manual (ASM) is produced by the Port Authority Aviation Department with all rights reserved. The ASM serves as the primary document outlining the customer service-related responsibilities incumbent upon employees working at Port Authority airports. The Standards concentrate on aspects of airport services and facilities that most impact customer satisfaction at Port Authority airports as determined by data gathered through customer service surveys and other feedback mechanisms. The Standards fall under three broad categories – Customer Service, Signing and Wayfinding, and Planning and Design for Terminals and Facilities. The Port Authority's objective is to maximize utilization of the ASM as an effective customer service management tool.

Purpose

The Port Authority, in cooperation with its partners, the airlines, terminal operators and service providers, developed this edition of the Airport Standards Manual – Customer Service Standards for the benefit of all airport customers.

It is expected that the Port Authority and all employers on the airports strive to meet or exceed these standards.

This Manual defines *Customer Service Standards* and the *Performance Measurement Program* and is made available to all partners. It will continue to evolve and grow to meet the demands of our customers, through changes in operating procedures, facilities and the introduction of technology by the aviation industry and government regulations.

The Standards

These Customer Service Standards concentrate on aspects of airport services and facilities that most impact customer satisfaction at Port Authority airports as determined by data gathered through customer service surveys and other feedback mechanisms. The Port Authority's objective is to maximize utilization of this manual as an effective customer service management tool.

Several design related standards are further defined through separate publications, such as:

- Standards referring to "Adequate" or "Sufficient" lighting shall conform to the Illuminating Engineering Society of North America (IES-NA) ***Lighting Handbook, 8th Edition Section 11*** as they pertain to the respective areas and activities.

- All signs shall be in conformance with the Port Authority Aviation Department ***Signing and Wayfinding Standards Manual*** as well as those areas addressed in this manual.

- All Terminal Planning shall be in conformance with the Port Authority Aviation Department ***Planning and Design for Terminals and Facilities Standards*** including recommended design guidelines for Restrooms, Check-in Areas, Gate Areas and Concessions Locations and subject

COST PROPOSAL FORM

JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS
THIRD YEAR

Extraordinary Cleaning Services	Est. Annual No. of Sq. Ft./ Fixtures	Charge Per Sq. Ft./ Fixtures	Est. Annual Price
Bus shelters, wash, rinse and polish	2,000 Sq. Ft.	_____	X = $_____
Lavatories, thorough cleaning	2,000 Sq. Ft.	_____	X = $_____
Stainless steel, wash, rinse and polish	2,000 Sq. Ft.	_____	X = $_____
Toll booths, guard booths, bus shelters Interior thorough cleaning	2,000 Sq. Ft.	_____	X = $_____
Toll booths, guard booths, bus shelters exterior, wash and rinse	2,000 Sq. Ft.	_____	X = $_____
Power Washing	2,000 Sq. Ft.	_____	X = $_____
Degreasing	2,000 Sq. Ft.	_____	X = $_____
Relamping	50 fixtures	_____	X = $_____
Cut grass	2,000 Sq. Ft.	_____	X = $_____

Total Estimated Annual Price for Extraordinary Cleaning Services and Snow Removal $_____

A. Estimated Annual Contract Price Third Year $_____
(Sum of Routine and Periodic Cleaning, Snow Removal and Extraordinary Cleaning Services)

ATTACHMENT B – PART III

COST PROPOSAL FORM

JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS

THIRD YEAR

Routine and Periodic Cleaning — **Annual Lump Sum Price**

$_____

	Est. Annual No. of Hours	Charge Per Hour		Est. Annual Price
Snow Removal	5,000	_____	X =	$_____

Extraordinary Cleaning Services	**Est. Annual No. of Sq. Ft./ Fixtures Hours**	**Charge Per Sq. Ft./ Fixtures Hours**		**Est. Annual Price**
Cleaner Services	500 Hours	_____	X =	$_____
Policing	10,000 Sq. Ft.	_____	X =	$_____
Machine Sweep	10,000 Sq. Ft.	_____	X =	$_____
Glass, Wash and Rinse	2,000 Sq. Ft.	_____	X =	$_____

COST PROPOSAL FORM
JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS
SECOND YEAR

Extraordinary Cleaning Services	Est. Annual No. of Sq. Ft./ Fixtures	Charge Per Sq. Ft./ Fixtures	Est. Annual Price
Bus shelters, wash, rinse and polish	2,000 Sq. Ft.	_____	X=$_____
Lavatories, thorough cleaning	2,000 Sq. Ft.	_____	X=$_____
Stainless steel, wash, rinse and polish	2,000 Sq. Ft.	_____	X=$_____
Toll booths, guard booths, bus shelters Interior thorough cleaning	2,000 Sq. Ft.	_____	X=$_____
Toll booths, guard booths, bus shelters exterior, wash and rinse	2,000 Sq. Ft.	_____	X = $_____
Power Washing	2,000 Sq. Ft.	_____	X = $_____
Degreasing	2,000 Sq. Ft.	_____	X = $_____
Relamping	50 fixtures	_____	X = $_____
Cut grass	2,000 Sq. Ft.	_____	X = $_____

Total Estimated Annual Price for Extraordinary Cleaning Services and Snow Removal $_____

A. Estimated Annual Contract Price Second Year $_____
(Sum of Routine and Periodic Cleaning, Snow Removal and Extraordinary Cleaning Services)

ATTACHMENT B – PART III

COST PROPOSAL FORM

JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS

SECOND YEAR

Routine and Periodic Cleaning **Annual Lump Sum Price**

$_____

	Est. Annual No. of Hours	Charge Per Hour		Est. Annual Price
Snow Removal	5,000	_____	X =	$_____
Extraordinary Cleaning Services	Est. Annual No. of Sq. Ft./ Fixtures Hours	Charge Per Sq. Ft./ Fixtures Hours		Est. Annual Price
Cleaner Services	500 Hours	_____	X =	$_____
Policing	10,000 Sq. Ft.	_____	X =	$_____
Machine Sweep	10,000 Sq. Ft.	_____	X =	$_____
Glass, Wash and Rinse	2,000 Sq. Ft.	_____	X =	$_____

COST PROPOSAL FORM

JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS

FIRST YEAR

Extraordinary Cleaning Services	Est. Annual No. of Sq. Ft./ Fixtures	Charge Per Sq. Ft./ Fixtures		Est. Annual Price
Bus shelters, wash, rinse and polish	2,000 Sq. Ft.	_____	X=	$_____
Lavatories, thorough cleaning	2,000 Sq. Ft.	_____	X=	$_____
Stainless steel, wash, rinse and polish	2,000 Sq. Ft.	_____	X=	$_____
Toll booths, guard booths, bus shelters Interior thorough cleaning	2,000 Sq. Ft.	_____	X=	$_____
Toll booths, guard booths, bus shelters exterior, wash and rinse	2,000 Sq. Ft.	_____	X =	$_____
Power Washing	2,000 Sq. Ft.	_____	X =	$_____
Degreasing	2,000 Sq. Ft.	_____	X =	$_____
Relamping	50 fixtures	_____	X =	$_____
Cut grass	2,000 Sq. Ft.	_____	X =	$_____

Total Estimated Annual Price for Extraordinary Cleaning Services and Snow Removal $_____

A. Estimated Annual Contract Price First Year $_____
(Sum of Routine and Periodic Cleaning, Snow Removal and Extraordinary Cleaning Services)

ATTACHMENT B – PART III

COST PROPOSAL FORM

JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS

FIRST YEAR

Routine and Periodic Cleaning — **Annual Lump Sum Price**

$_____

	Est. Annual No. of Hours	Charge Per Hour		Est. Annual Price
Snow Removal	5,000	_____	X =	$_____

Extraordinary Cleaning Services	**Est. Annual No. of Sq. Ft./ Fixtures Hours**	**Charge Per Sq. Ft./ Fixtures Hours**		**Est. Annual Price**
Cleaner Services	500 Hours	_____	X =	$_____
Policing	10,000 Sq. Ft.	_____	X =	$_____
Machine Sweep	10,000 Sq. Ft.	_____	X =	$_____
Glass, Wash and Rinse	2,000 Sq. Ft.	_____	X =	$_____

PART III COST PROPOSAL FORM

1. Entry of Prices

a. The prices quoted shall be written in figures, in ink, preferably in black ink where required in the spaces provided on the Cost Proposal Form attached hereto and made a part hereof.

b. All Proposers are asked to ensure that all charges quoted for similar operations in the Contract are consistent.

c. Prices must be submitted for each Item required on the Cost Proposal Form.

d. All Proposers are asked to ensure that all figures are inserted as required, and that all computations made have been verified for accuracy. The Proposer is advised that the Port Authority may verify only that Proposal or those Proposals that it deems appropriate and may not check each and every Proposal submitted for computational errors. In the event that errors in computation are made by the Proposer, the Port Authority reserves the right to correct any error and to recompute the Estimated Annual Contract Price, as required, based upon the applicable Unit Price inserted by the Proposer, which amount shall govern in all cases.

e. In the event that a Proposer quotes an amount in the Estimated Annual Price column but omits to quote a Unit Price for that amount in the space provided, the Port Authority reserves the right to compute and insert the appropriate Unit Price.

f. The Total Estimated Contract Price is solely for the purpose of facilitating the comparisons of Proposals. Compensation shall be in accordance with the section of this Contract entitled "Payment".

g. The Total Estimated Contract Price shall be obtained by adding the Estimated Annual Contract Price for the first year of the Contract, to the Estimated Annual Contract Price for the second and third years of this Contract.

NOTE: All prices shall include, but not be limited to the cost of materials, supplies, equipment and other such items, including, but not limited to those items listed on the Calculation of Hourly Rate Form attached hereto.

S19 – Extraordinary Cleaning Services

At the verbal request of the Manager, followed by a written notice, the Contractor shall perform requested extraordinary cleaning services at the unit prices inserted by the Proposer in the attached Cost Proposal Form for "Extraordinary Cleaning Services." "Extraordinary Cleaning Services" shall not include the repetition of prior work performed by the Contractor and determined by the Manager to be unsatisfactory and requested to be repeated. Such work shall include services in additional areas. It shall also include work frequencies beyond the minimums set forth herein when the Manager determines that such additional frequencies are required due to special events or other circumstances out of the ordinary. The Manager's request must specifically identify the work as Extraordinary Cleaning before such unit prices are payable.

Sand/or deicing materials shall be applied by the Contractor to such exterior of areas as the Manager may direct. Said materials shall be provided by the Authority at no charge to the Contractor, but the Contractor shall be responsible for transporting such materials to and from the storage location at the Site of the Work which is designated by the Manager. The Contractor shall also submit weekly usage reports to the Manager detailing all sand/or deicing material utilized by the Contractor for the week covered.

Snow Removal Services shall not be included in the Contractor's Annual Lump Sum Price, but will be covered by the price for Snow Removal separately quoted by the Contractor under Snow Removal.

Photo Identification Cards for Contractor's Additional Employees - (snow emergency) - The Contractor shall provide photo-identification cards for any additional employees not normally assigned to the facility but who are assigned to the facility for snow emergencies. Such photo-identification cards must be prominently displayed by the employees and shall not be obscured by clothing.

S18 - Safety Provisions

Without limitation to any provisions of this Contract:

In the performance of the Contract, the Contractor shall exercise every precaution to prevent injury to workers and the public or damage to property.

The Contractor shall be solely responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the work. The Contractor shall take all necessary precautions for the safety of, and shall provide the necessary protection to prevent damage to or loss of property or injury to any person including but not limited to all employees on the work, the public and other persons and entities who may be affected thereby.

The Contractor shall obtain and display at the place of work one copy of the Material Safety Data Sheet (MSDS) conforming to the requirements of Federal Regulations 29 CFR 1910.1200(g) for each chemical utilized for work on this Contract.

Within thirty (30) days after award of this Contract, the Contractor shall submit to the Facility Manager, for review and approval, the Contractor's Safety Program which shall comply with all applicable Federal, state, municipal and local regulations pertaining to employee safety and Right-to-Know and shall include, among other things, the designation by the Contractor of a qualified individual who will administer such Safety Programs.

The Contractor shall, at his own expense and as an included cost, be required to train all their personnel in the proper handling of medical and human waste as mandated by Federal OSHA Regulations and to supply materials, equipment and medical waste cleanup kits for medical waste cleanup at the Facility. Such kits shall include at a minimum, but not be limited to, sharps containers, gloves, masks, and a bleach solution.

The Port Authority by its officers, employees, and representatives shall have the right at any time to enter upon the facilities and/or spaces so provided to the Contractor, to inspect the same, to observe the performance by the Contractor of his obligations under this Contract, and to do any act or thing which the Port Authority may be obligated or have the right to do under this Contract or otherwise. Without limiting the generality of the foregoing, the Port Authority shall have the right for its own benefit or for the benefit of others at the Site of the Work, to maintain existing and future utility systems or portions thereof on the facilities and spaces provided to the Contractor hereunder and to enter upon such facilities and spaces at any time to make such repairs, replacements, additions or alterations to such systems as may, in the opinion of the Port Authority be deemed necessary or advisable.

S17 - Inclement Weather Requirements – Snow Removal

When and as directed by the Manager, the Contractor shall completely and expeditiously remove any snow, ice, sleet or flooding from such exterior areas of the Site of the Work as the Manager may designate and he shall keep such area free from further accumulations. Exterior areas shall include but shall not be limited to, sidewalks, building entrance, emergency exits, bus stops, pedestrian crosswalks, and up to ten (10) feet of both side of entrance ticket booths, exit toll booths, adjacent sidewalks in the Parking Lots and Garages. Exterior areas will not include snow removal from actual Roadways.

At the request of the Manager, snow, which is so removed, shall be deposited by the Contractor in such areas at the Site of the Work as the Manager may designate. Deposit shall be in such a manner as to avoid interference with vehicular and pedestrian traffic. The Contractor shall not be responsible for removing such deposited snow away from the Site of the Work.

Within four (4) hours of the Manager's request, the Contractor shall provide such separate personnel as are deemed necessary by the Manager for the performance of services required under this clause. Compensation for each hour expended by such personnel in the performance of such services shall be at the appropriate Price per Hour as same is set forth in the Contractor's Cost Proposal. All such employees are subject to the approval of the Manager and the Contractor shall maintain and shall submit such record as the Manager may require documenting the number of hours expended by each such employee in the performance of services required by this numbered clause.

The Contractor shall provide its employees with all foul weather gear appropriate for the performance of services required by this numbered clause including, but not limited to, gloves, waterproof boots and hooded, insulated parkas.

In addition to the materials, supplies and equipment referred to in Section S9, the Contractor shall further provide all snow blowers, snow shovels, brooms, ice choppers, salt spreaders, cyclone spreaders, and other equipment necessary for the performance of services required by this numbered clause. This equipment can be secured and stored at the Facility at a location provided by the Port Authority. The Contractor must supply any additional vehicles necessary to transport personnel during inclement weather.

requirements. The Contractor shall be responsible for breaking down cardboard for disposal in recycling dumpsters.

S15 - Scheduling of Work

A. The Contractor shall, during the term of this Contract with respect to Work covered by Exhibit A, submit to the Manager a written report setting forth the Contractor's advance scheduling for each three month period of the Contract, which report shall include the Work scheduled by the Contractor to be accomplished during said three month period, the dates and time of day when such Work will be done, the number of workers to be assigned to each shift, and such other information as the Authority may from time to time require, which report shall be subject to the continuing approval of the Manager. This report shall also be submitted on a computer disk using Excel or an Excel compatible spreadsheet program. The first such report covering the first three months of this Contract shall be submitted by the Contractor within ten (10) days of the commencement of this Contract and each subsequent three month report shall be submitted by the Contractor at least twenty days prior to the commencement of each such three (3) month period. The Contractor shall also submit promptly to the Manager a written report of any changes in the aforesaid scheduling it contemplates making during the course of any three (3) month period, but no changes shall be made without the prior approval of the Manager.

All invoices and schedules must clearly indicate the appropriate Contract items.

B. The Contractor shall, within twenty-four (24) hours comply with any oral or written requests given by the Manager to correct or remedy a condition or situation deemed by the Manager to require action.

Immediate response shall be expected of the Contractor's personnel for any condition or situation determined by the Manager to constitute any emergency. The Contractor shall submit to the Manager on the first day of each calendar month during the term of this Contract a written report setting forth the actions taken by the Contractor with respect to any matters which the Manager may have, during the preceding month, requested the Contractor to correct or remedy.

A. The Contractor hereby further agrees to furnish to the Authority from time to time such other written reports in connection with its operations hereunder as the Authority may deem necessary or desirable in connection with the Authority's responsibility as the operator of the facility.

S16 - Space Provided the Contractor

The Port Authority will furnish the Contractor with nonexclusive locker space and lavatory and rest room facilities for use by the personnel performing the Work required hereunder. The Authority will also provide the Contractor with space for the storage of the Contractor's cleaning equipment, materials and supplies. Said facilities and space shall be designated by the Manager and may be changed at any time at his discretion. Janitorial closets are to be kept locked at all times.

S13 – Contractor's Vehicles – Parking - Licenses

The Contractor will be required to provide the following vehicles:

- Four (4)six (6) person pick up trucks with a rotating beacon and power lift tailgate (1500 pound capacity) with towing capabilities appropriate for the equipment described herein.
- One (1) fifteen (15) passenger van
- One (1) Elgin Air Cub Vacuum Sweeper or Port Authority approved equal with gutter brooms on both sides, overhead dumping capacity and rear arrow board and shall not exceed eighty-nine inches in height.
- One (1) Tennant 550 or Port Authority approved equal scrubber with trailer for transportation to the various sites and two three hundred gallon trailer mounted water tanks. The scrubber shall be equipped with a solution recycling system.
- One (1) seven (7) passenger minivan
- Four (4) Tennant Model 810 Sweepers or Port Authority approved equal with gutter brooms on both sides.
- One (1) four (4) wheel drive pick up truck with power lift tailgate (1500 pound capacity) and removable snow plow.
- One (1) Series F Elgin Eagle Rear Broom Machine Sweeper or Port Authority approved equal. Vehicle must be equipped with gutter brooms on both sides, two hundred eighty gallon water tank, front spray bar, arrow board and water tank access port for solution addition to water.

The Contractor shall comply with such existing rules, regulations and procedures as are now in force and such reasonable future rules, regulations and procedures as may hereafter be adopted by the Port Authority for the safety and convenience of persons who park automotive vehicles in any parking area at the Facility or for the safety and proper identification of such vehicles, and the Contractor shall also comply with any and all directions pertaining to such parking which may be given from time-to-time and at any time by the Manager. The Port Authority shall have no responsibility of any kind whatsoever with respect to such vehicles including without limitation any responsibility for the loss, theft, destruction, or damage to said vehicle or any contents therein, in connection with the permissions granted to the Contractor to park its motor vehicles. No other rights or privileges in connection with parking of motor vehicles at the Facility are or shall be deemed to be granted to the Contractor under this Contract.

The Port Authority shall permit the Contractor during the effective period of this Contract to park these motor vehicles used by it exclusively during its tour of duty and in its operations hereunder on such locations as may from time to time or at any time designated by the Manager. There will be two vehicle spaces available for the parking of the Contractor's vehicles after tour duties

S14 – Site Specific Recycling and Trash Removal

In addition to the Trash Removal Requirements set forth in the Standard Contract Terms and Conditions, the Port Authority has a source separation recycling program in effect. The Contractor will be required to pick-up and transport certain designated recyclable materials to various dumpsters throughout the Facility to conform to recycling

Manager's approval. If so approved, their use shall be subject to such conditions and instructions with respect to use as the Manager may establish in granting his approval.

All equipment, materials and supplies used in the performance of work required hereunder shall be used in accordance with their manufacturer's instructions.

S11 - Employee Uniforms and Appearance

In addition to the General Uniform Requirements for Contractor's Personnel set forth in the Standard Contract Terms and Conditions, the Contractor shall the Contractor shall provide distinctive uniforms to each employee performing the cleaning and janitorial work required hereunder, approved by the Manager prior to the commencement date of this Contract, which shall be worn at all times during which such Work is being performed. Such uniforms shall include the Contractor's identification badge with picture ID bearing the employee's name and an insignia badge, the design of which will be provided to the Contractor by the Port Authority, and procured by the Contractor for its employees performing services under this Contract, all of which shall be subject at all times to the Manager's approval. In addition, the Contractor shall provide its employees with all foul weather gear appropriate for the performance of services hereunder, which shall include, but not be limited to, gloves, waterproof boots, hooded insulated parkas and safety vests.

The Contractor agrees that his employees will present a neat, clean and orderly appearance at all times. The Contractor shall cause its employees to change to freshly cleaned uniforms at least twice a week and it will supply its employees with sufficient uniforms to comply with said requirements. All uniforms, colors, types and styles shall be subject to the prior approval of the Manager. The Contractor will also be responsible for ensuring that its employees are wearing ANSI approved shoes appropriate for the tasks performed. No sneakers will be permitted. Personal clothing shall not be worn in any manner as will cover any part of the uniform.

The Contractor will be granted a five (5) day grace period at the start of the Contract to ensure that its employees are attired in proper uniform; however, the Contractor shall provide immediately to each employee performing the cleaning and janitorial work required hereunder the following as a minimum: the Contractor's identification badge and vest.

The Manager shall have the right to require removal of any employee who shall fail to wear the proper uniform and shoes and the exercise of this right shall not limit the obligations of the Contractor to perform the work or to furnish the required number of employees at each location at the premises as specified.

S12 - Breakdown, Malfunction or Damage

Immediately upon the Contractor's discovery of any damage or signs of disrepair to, mechanical breakdown or malfunction of, or cracks or breaks in any item to be cleaned hereunder, he shall advise the Manager and shall place such "Out of Order" or warning signs as are appropriate. Such signs will be furnished by the Port Authority and shall remain in place until necessary repairs are completed.

Basis Weight	24 lbs.	34 lbs.
Absorbency	--	20 sec.
Brightness	78%	--
Color	white	white
Tensile Strength-Dry	36 oz./inch Average Both Directions	
Tensile Strength-Wet	9 oz./inch Average Both Directions	
Recycled Content	40% Post Consumer Waste	

The C-Fold paper towels shall be furnished and delivered in cardboard packing cases. Each packing case shall show the manufacturer's name, brand name or number and production serial numbers

Unless otherwise specified, the Contractor is responsible for the performance of all inspection requirements as specified herein. The Port Authority reserves the right to perform any of the inspections set forth in the Specification where such inspection as deemed necessary to assure that supplies and services conform to prescribed requirements.

The Contractor shall retain any revenue derived from the sale of sanitary napkins; however, the price for each such item shall be subject to the approval of the Manager and, until further notice, shall not exceed $ .25 per item unless otherwise authorized by the Manager.

The Contractor shall replace as necessary all cartridges and batteries used in the Automatic Odor Counteracting Dispenser Units located in all lavatories in the Central Terminal Building.

The Contractor's employees engaged in operating any motor vehicle in conjunction with these Specifications must have a valid motor vehicle license.

The Port Authority will furnish to the Contractor sand and/or deicing materials for use as required for inclement weather, icing conditions, etc., at the Site of the Work. Therefore, the Bidder shall not include costs for the aforementioned items in its bid.

Minimum inventory of materials that must be maintained by the Contractor at the Facility at all times shall be at least 10% of the estimated quantities specified in this Section.

S10 - Approval of Equipment, Materials and Supplies

Only equipment, materials and supplies approved in advance by the Manager shall be used by the Contractor in performing the Work required hereunder. The supplies which are currently approved for use are set forth in the "Port Authority Approved Products List – Environmental Protection Supplies" as "Attachment F" which is available during regular business hours in the office of the Manager. This list may be revised periodically and the Contractor shall be responsible for obtaining all updated listings from the Manager's office.

The Contractor may propose additional equipment, materials and supplies for the

is Kimberly-Clark, JRT Junior Jumbo Roll, stainless steel tissue dispenser model number 9564 (10.625" x 11" x 5.1875").

Toilet Tissue Dimensions: Each roll of tissue shall not be less than 2,200 linear feet and shall have a width of not less than 3-15/16 inches, with a diameter of 9.0 inches around the core. The core shall be approximately 3.0 inches (inside diameter).

F. Roll paper towels shall be made in accordance with reasonable industry practice with respect to holes, tears, wrinkles, cleanliness and foreign materials or dirt. Edges shall be cleanly cut and not ragged. Towels shall dispense properly from the cabinet when loaded according to manufacturer's instructions. Towels shall have no disagreeable odor, either wet or dry. The towels should have a surface such as produced by creping or embossing and should meet the following range of paper specifications:

	Minimum	Maximum
Roll Width	7-3/4"	8.25"
Linear feet/roll	420	475'
Rolls per case	12/rolls/case	16 rolls/case
Basis Weight	24 lbs.	34 lbs.
Absorbency	--	20 sec.
Brightness	78%	--
Color	white	white
Tensile Strength-Dry	36 oz./inch Average Both Directions	
Tensile Strength-Wet	9 oz./inch Average Both Directions	
Recycled Content	40% Post Consumer Waste	

The roll paper towels shall be furnished and delivered in cardboard packing cases. Each packing case shall show the manufacturer's name, brand name or number and production serial numbers

Unless otherwise specified, the Contractor is responsible for the performance of all inspection requirements as specified herein. The Port Authority reserves the right to perform any of the inspections set forth in the Specification where such inspection as deemed necessary to assure that supplies and services conform to prescribed requirements.

G. C-Fold paper towels shall be made in accordance with reasonable industry practice with respect to holes, tears, wrinkles, cleanliness and foreign materials or dirt. Edges shall be cleanly cut and not ragged. Towels shall dispense properly from the cabinet when loaded according to manufacturer's instructions. Towels shall have no disagreeable odor, either wet or dry. The towels should have a surface such as produced by creping or embossing and should meet the following range of paper specifications:

	Minimum	Maximum

and the Port Authority staff will install such dispensers and containers so as to keep same in full working order.

D. Should the Manager determine that any such dispenser or container installed in accordance with Paragraph C above is so damaged or unusable as to require replacement, the Contractor shall provide and install such replacement at no additional cost to the Authority. Notwithstanding the above, where a sanitary napkin dispenser is replaced by the Contractor pursuant to this paragraph, the Contractor shall be reimbursed for the purchase price of the replacement provided that he has supplied a receipt for such purchase to the Manager.

The Contractor shall obtain the Manager's approval of the type, number and planned location of any replacement unit prior to its installation. The Manager's approval shall also be obtained before any dispenser or container is relocated or removed from the Site of the Work. All replaced dispensers hereunder shall become the property of the Port Authority.

E. The following specification covers single ply toilet tissue in roll form to be provided by the Contractor:

1. Requirements: Toilet tissue shall be white, unglazed, soft, strong and absorbent. It shall be free from sliver, dirt, holes and other objectionable matter or other such defects. The tissue shall be made of clean processed wood fiber. Edges shall be clean-cut and not ragged and shall have no disagreeable odor either wet or dry. The tissue shall conform to EPA guidelines for recycled fiber of 82% recycled content of which a minimum of 34% shall be post consumer.

2. Physical Requirements of Roll Toilet Tissue:

a. Basic Weight (minimum)	10.5
b. Tensile Strength, dry 02./inch machine direction (minimum)	14
c. Absorbency (maximum)	25 seconds
d. Brightness (minimum)	78%

3. Workmanship: Toilet tissue shall be in accordance with specifications and shall be uniform in color; trimmed with clear smooth edges (no protrusion of tissue beyond the core ends will be permitted; non-perforated to allow even flow of tissue and shall conform to levels of quality established herein.

4. Packing and Delivery: The rolls of toilet tissue shall be packaged in conformance with the manufacturer's standards for this product. Each roll shall be securely wrapped and each roll shall show manufacturer's name/number. The product wrapper shall remove freely from the tissue roll. Delivery shall be unopened cartons for easy removal from delivery vehicles.

5. Total Roll size: Toilet tissue rolls shall be furnished and delivered in rolls having not less than 2,200 linear feet per roll and must fir properly in toilet tissue dispensers presently in use at the facility. The toilet tissue dispenser currently in use

Six (6)squeegees for glass cleaning.

Two (2) Billy Goat gas powered walk behind vacuums

Assorted cotton rags.

Ten (10) pick up pans and toy brooms.

Snow Removal Equipment

Ten (10) two stage snow blowers

Two (2) walk behind Gravely or Port Authority approved equal self-propelled pusher plows.

Twelve (12) rubber tire rotary spreaders with deflector shields-100 pound capacity.

Fifteen (15) ice choppers

Fifteen (15) snow shovels

Grass Cutting Equipment

One (1) 36" self propelled mulching lawnmower

Two (2) Red Max String Trimmers Model BC –2600 or Port Authority approved equal.

Two (2) gas powered leaf blowers.

All mechanically operated equipment must be in sound operating condition as determined by the Manager and the Contractor shall enter into Agreements for factory authorized maintenance for the ride-on and walk-behind scrubbers hereunder. In addition, all radios shall be functional at all times as determined by the Manager and subject to Port Authority inspection

C. Furthermore, the Contractor shall stock and shall refill, as necessary, dispensers or containers for liquid soap, paper towels, toilet tissue, (see paragraph E below), sanitary napkins and tampons, sanitary napkin disposal drop boxes and bags and toilet seat covers and their refills which are located in the lavatories and other areas to be cleaned hereunder. The current standard soap dispenser at the Facility is Kimberly-Clarke-In-Sight Model #92551 (color smoke/gray); the current stainless steel seat cover dispenser is American Specialties, Inc. (ASI) Model #0477-SM; and the current sanitary napkin drop box is American Specialties, Inc. (ASI) Model #0852, and the Contractor shall maintain a minimum of six (6) spare units of each

products, floor finishes, strippers, stripping pads, buffing pads, brushes, brooms, mops, squeegees, buckets, dust cloths, clear plastic trash bags marked with distinctive Contractor identification, polishes, sponges, paper picks, and grease/oil absorbent (speedi-dri), graffiti removal and glue removal products; however, floor mats will not be included. For possible medical waste cleanup, the Contractor should have available for use by their employees the following: red bags, gloves, sharps containers, a bleach solution, and any other items deemed necessary for the cleaning of medical waste. The Port Authority will supply all light bulbs hereunder.

B. Equipment to be provide by the Contractor hereunder shall be include, but shall not be limited to a minimum of the following:

The Contractor shall provide one cellular phone for each Supervisor each shift.

The Contractor shall supply the following or its Port Authority Approved Equal at a minimum:

Cleaning Equipment

One (1) portable high temperature/high pressure gas powered power washer (3000 psi min.)

One (1) Ghatt Model TT473 Tandem Trailer or Port authority approved equal with 475 gallon tank, 5 gpm at 2,000 psi.

Aluminum breakdown scaffolding capable of reaching twelve (12) feet with toe boards and safety rails. All scaffolding must be OSHA approved.

Three hundred (300) feet of high pressure discharge hose

One (1) twenty (20) foot extension ladder, one (1) ten (10) foot folding ladder, one (1) six (6) foot folding ladder and one (1) three (3) foot folding ladder. All must be OHSA approved.

A minimum of twenty four (24) paper pickers.

A minimum of six (6) street brooms, six (6)spring rakes and six (6) flat shovels.

Fifteen (15) fifty five (55) gallon trash containers with wheels.

Six (6)mop buckets, wringers and mop handles

Thirty two (32)ounce mop heads.

Six (6) buckets.

Six (6) fifteen (15) foot telescoping poles.

S7 - Customer Service Program

A. Mission Statement and Core ValuesFrom and after the Commencement Date and continuing throug balance of the term of the Contract, including the Option Period, if any, the Contractor shall develop a establish customer based core values and a mission statement for the operation and management of the Cleaning Service, which shall be subject to the continued approval of the Manager. Within thirty (30) the Date, the Contractor shall, at his expense, post its mission statement in conspicuous on-airport loc including its roll-call site and locations in which the general public interfaces with the Contractor's em The location and means of posting the mission statement shall be subject to the prior approval of the M Personnel who interface with the public are expected to be able to explain, upon request, how the core and mission statement impact their respective jobs.

The Contractor shall take measures to ensure compliance with all standards referenced in the "Airport Service Standards Manual".

B. Quality Assurance Program

The Port Authority, as its sole cost and expense, may retain an independent third party contractor to conduct random surveys eliciting information on staff courtesy and helpfulness, cleanliness of the facilities and equipment, staff appearance and such other measures of performance and compliance with standards referenced in the "Airport Service Standards Manual", and any other measures of performance that shall be designated by the Manager, no less than three (3) times per month (hereinafter referred to as the "Mystery Shopper Program"). The Port Authority shall have the right, in its sole discretion and without prior notice to the Contractor, to modify the Mystery Shopper Program. The Mystery Shopper Program will be conducted by persons (hereinafter called "The Mystery Shopper") trained by the independent contractor, who shall base their evaluations on both of their interactions with and observations of the contractor's staff and operations.

The Manager, or his designated representative shall also conduct surveys of the Service not less than once per quarter (hereinafter referred to as the "Manager's Survey"). The Contractor's performance will be evaluated based upon criteria, including but not limited to the degree and extent to which the Contractor can effectively manager the Service, the quality of the employee training program and the ability to retain employees in the Service at the Airport. The Port Authority shall have the right, in its sole discretion, to modify the Manager's Survey.

S8 – Staffing Requirements

Staffing requirements shall be submitted in accordance with the requirements of this RFP and approved by the PortAuthority.

S9 - Materials, Supplies and Equipment

A. Materials and supplies to be provided by the Contractor hereunder shall include, but shall not be limited to, detergents, degreasers, soaps, sanitizers, deodorizers, paper

(1) **Customer Service Relations:**

All of the Contractors employees performing the Work hereunder shall attend a Port Authority provided training session in Customer Service Relations, for each year of this Contract, which shall be approximately three (3) hours in duration and the cost of attendance by the Contractor's personnel shall be included in the Contractor's Annual Lump Sum Price.

(2) **Supervisory:**

The Contractor's Managers and Supervisors shall have training in basic Supervisory Skills, Labor Relations, Motivation, Team Building, and Managing People. The Contractor shall submit to the Manager a schedule for such Supervisory training within thirty (30) days of the award of this Contract. The required Supervisory training shall be completed within six (6) months of the Contract start date. Any newly hired or promoted Supervisory hereunder shall receive all such Supervisory training within three (3) months of their appointment to such Supervisory position. The Contractor may utilize subcontractors/consultants to conduct any portion of the Supervisory training, and all Supervisory training required herein shall be at no additional cost to the Port Authority.

(3) **Technical:**

The Contractor shall provide for its staff orientation and training (referred to herein as "technical training") in the physical areas covered by the Contract, routine and periodic work specifications, cleaning materials and their applications, proper use and maintenance of equipment, and any additional technical training such as operation of snow blowers and control of blood borne pathogens, etc., that the Manager deems necessary. Such technical training will be at no cost to the Port Authority. The Contractor may utilize subcontractors/consultants to conduct any portion of the technical training.

Within one (1) month following the commencement date of this Contract, the Contractor shall submit a Training Plan for the Training Program hereunder to the Manager for approval and upon the Manager's approval of the Contractor's training plan, the Contractor shall implement said training plan which shall include but not be limited to the following:

i) A list of all Supervisors and staff who will receive training and the type of training they will receive,

ii) The person or organization responsible for conducting the different training programs,

iii) A training calendar indicating approximate dates during which different training sessions are planned.

S5 - Personnel Requirements

In addition to the Personnel Standard Requirements set forth in the Standard Contract Terms and Conditions, the Contractor shall be required to train all its personnel in the proper handling of blood and blood products as mandated by Federal OSHA, Blood borne Pathogen Standard 29 CFR 1910.1030. The Contractor shall supply materials and equipment and medical waste cleanup kits for blood products at the Facility. Such kits shall, at a minimum, include but not be limited to: red bags, sharps containers, gloves, masks, and a bleach solution. The Port Authority at no charge to the Contractor shall dispose of any medical waste generated by the Contractor.

The Contractor shall be required to train all its personnel in the safe use of ladders as mandated by Federal OSHA Standard 29 CFR 1926.1050-1060. Training must enable each employee to recognize hazards related to ladders and use proper procedures to minimize these hazards.

The Contractor and any subcontractor shall furnish sufficiently trained management, Supervisory and cleaning personnel to perform the services required of the Contractor under this Contract. If any such personnel is deemed unsatisfactory or does not perform the services to be furnished hereunder in a proper manner and satisfactory to The Port Authority, the Contractor shall immediately take such actions as are necessary to assure that the Contract is performed in full accordance with the requirement hereof. Further, if in the determination of the Director, any such employee has taken any action which constitutes a conflict of interest or which is inconsistent with the highest level of honesty, ethical conduct or public trust or which the Manager determines is adverse to the public interest of the Port Authority, the Contractor shall remove any such personnel within twenty-four (24) hours, upon notice from the Port Authority.

Any employee performing machine sweeping/machine scrubbing must be adequately trained and know how to operate such equipment.

Any employee performing lavatory attendant duties must have the ability to effectively use communication and interpersonal skills in order to resolve customer problems and complaints.

S6 - Training Requirements

As operator of John F. Kennedy International Airport, the Port Authority is concerned with providing assistance and information, if required, as well as maintaining a clean and safe environment for its employees, tenants and the traveling public.

It shall be the responsibility of the Contractor to ensure that all of its employees performing the Work hereunder receive training as specified in items (1) through (3) below. The on-going training program (referenced to herein as the "training program") will focus on Customer Service, Supervisory and Technical Skills. A brief description of the requirements of the various components of the training program are as follows:

C. All Resident Managers and Supervisors assigned hereunder shall possess a valid driver's license and shall be able to speak and write in the English language.

D. The Manager shall have the right to approve and interview any Resident Manager or Supervisor proposed by the Contractor for assignment hereunder.

C. All Resident Managers and Supervisors assigned hereunder shall have at least five (5) years prior experience in the performance of functions similar to those to which they are being assigned and the Contractor shall provide the Facility Manager with such proof of prior experience, including references, as the Facility Manager may request. The Contractor shall provide the Facility Manager with copies of any employment applications submitted to the Contractor by those individuals proposed for assignment.

Notwithstanding the above, if an individual demonstrates exceptional ability, the Authority may waive the requirement of five years prior experience with respect to such individuals.

D. The Contractor's Resident Manager, and any Supervisor hereunder shall be provided with a beeper and radio and shall respond to the Facility Manager within fifteen (15) minutes of receiving any pager/radio notice.

G. Primary residence telephone number and alternate phone numbers shall be made available to the Manager for the Resident Manager and Supervisor and on-site management persons on the Contractor's staff for use in emergency notifications and shall be updated as necessary.

H. The cost for the Resident Manager and all such Supervisors shall be borne by the Contractor as an included cost and shall not be separately billable hereunder.

I. The Contractor shall provide an administrative clerk to perform all administrative duties such as payroll, timekeeping, billing etc. Such services shall be provided four (4) hours per day, Monday through Friday, exclusive of holidays. All costs associated with this position shall be deemed included costs.

S4 - Management and Supervision

A. The Contractor shall assign a Resident Manager whose presence at the Site of the Work is required during the hours of 7:00 a.m. to 3:30 p.m., Monday through Friday, excluding holidays and at such other times as the Manager may require. However, the Manager reserves the right to change or rotate the work schedule on a needed basis to reflect changing job situations.

The Resident Manager so assigned shall serve as the Contractor's representative at the Site of the Work and shall have day-to-day responsibility for ensuring that all Work required hereunder is performed in the manner and at the times specified. Such responsibility shall include, but shall not be limited to, regular inspection of all areas in which Work is being performed hereunder, overall supervision of assigned staff; scheduling of Work in a timely manner; ordering of equipment, material and supplies and training of employees. The Contractor's Resident Manager shall wear a jacket and tie and shall also be available to the Facility Manager at such times as the Facility Manager may require, to discuss any matter pertaining to this Contract, to review and/or inspect Work being performed hereunder and to receive such instructions, directives or information as the Facility Manager may wish to transmit.

The Contractor shall also assign sufficient Supervisory staff, for routine cleaning and for periodic cleaning hereunder at the minimum levels listed below.

The Contractor shall provide one Supervisor per shift during each of the three shifts, i.e. 6:00 AM to 2:30 PM, 2:30 PM to 11:00 PM and 11:00 PM to 7:00 AM seven days per week inclusive of holidays. The Supervisors shall be authorized by the Contractor to receive and put into effect promptly all orders, directions and instructions from the Manager, regarding the performance of the work specified in the Contract and job inspection tours of the premises

These Supervisors shall devote their entire time to immediate supervision of the personnel performing the cleaning and janitorial work required hereunder including, but not limited to ensuring such personnel are signed in and ready to work, are properly uniformed and identified, are in their assigned areas and relieved on schedule, have adequate supplies and they shall not be assigned to the performance of administrative tasks.

B. No Resident Manager or Supervisor assigned hereunder shall directly perform the cleaning and janitorial services required by this Contract.

Where Exhibit A of these Specifications sets forth any Work which is to be performed at a frequency of less than once per month, the Manager shall have the right to specify the week and month during which such work shall commence. However, failure of the Manager to give such directions shall not relieve the Contractor of his obligations to perform such Work at the frequencies set forth in these Specifications.

Subject to the provisions of the immediately preceding paragraph, with respect to the term "Frequency of Cleaning" as set forth in Exhibit A, the following shall apply:

Items marked "1x yr." shall be cleaned once each year, but the Contractor shall allow at least 10 calendar months (298 days) but no more than 12 calendar months (365 days) to elapse between cleanings.

Items marked "2 x yr." shall be cleaned twice per year between March and November with the contractor allowing at least four months but no more than five to elapse between cleanings.

Items marked "4 x yr." shall be cleaned four times per year between March and November with the contractor allowing at least two months but no more than three to elapse between cleanings.

Items marked "6 x yr." shall be cleaned six times per year between March and November with the contractor allowing at least five weeks but no more than seven weeks to elapse between cleanings.

Items marked "9 x yr." shall be cleaned nine times per year between March and November with the contractor allowing at least four weeks but no more than five weeks to elapse between cleanings.

Items marked "12 x yr." shall be cleaned twelve times per year between March and November with the contractor allowing at least three weeks but no more than four weeks to elapse between cleanings.

Items marked "16 x yr." shall be cleaned sixteen times per year between March and November with the contractor allowing at least two weeks but no more than three weeks to elapse between cleanings

Items marked "36 x yr." shall be cleaned thirty six times per year between March and November with the contractor allowing at least one week but no more than two weeks to elapse between cleanings

Items marked "52 x yr " shall be cleaned once each week, but the Contractor shall allow at least 4 calendar days but no more than 7 calendar days to elapse between cleanings.

PART II - SPECIFICATIONS

S1 - Specific Definitions

To avoid undue repetition, the following terms, as used in this Contract, shall be construed as follows:

The term "Clean" shall mean the absence of debris, soil, graffiti, litter, stains, dirt, trash, dust, liquids, smears, film, and odors from any and all surfaces to the satisfaction of the Manager.

The term "Full Time Employee" (F.T.E.) shall mean a Contractor's employee who is paid on a straight time hourly basis (non-overtime, non-premium, time basis) working on such a compensation basis for a minimum of thirty (30) hours during a seven (7) day consecutive period. Time for which an employee is paid on an overtime or premium time basis shall not be counted in determining the thirty (30) day requirement. The Port Authority will not reimburse the Contractor for any overtime without the Port Authority's prior written approval.

The term "Facility" shall mean John F. Kennedy International Airport.

Whenever the terms "as needed" or "as required" or "as necessary" or "if necessary" are indicated in the Specifications or Exhibits, these terms shall be construed to mean that items of work shall be performed so as to result in a clean condition, as defined above, for the area or item.

S2 - Work Required by the Specifications

These Specifications relate generally to the performance of janitorial and general cleaning services and limited snow removal at the John F. Kennedy International Airport Parking Lots and Garages, to include such areas as described herein and all other buildings and properties associated therewith as described in this Contract.

These Specifications require the doing of all things necessary or proper for or incidental to the matter referred to in the immediately preceding paragraph. In addition, all things not expressly mentioned in the Specifications but involved in carrying out their intent and in the complete and proper execution of the matter referred to in the immediately preceding paragraph are required by these Specifications and the Contractor shall perform the same as though they were specifically described.

S3 - Routine and Periodic Cleaning

Exhibit A Scope of Work, attached hereto and made a part of these Specifications enumerates those routines at the Site of the Work which are to be cleaned hereunder on a routine basis, as well as those cleaning services that are to be provided by the Contractor on a regularly scheduled (periodic) basis. Such areas shall be cleaned in the manner and at the times and frequencies set forth in Exhibit A or other hours designated by the Manager.

Hourly Wage and Supplemental Benefits, Hourly Wages and Salaries actually paid or provided by the number of non-overtime hours worked by all employees of the subject Contractor or subcontractor employed during such Contract year, calculated per Paragraph C job title (hereinafter referred to as the "Underpayment Amount"). The Port Authority may, in its discretion, elect to deduct the Underpayment Amount due from the Contractor in accordance with the provisions of this Section from any subsequent payment payable to the Contractor under this Contract plus an amount equal to any payroll and associated taxes which would have been paid on the Underpayment Amount from any subsequent payment payable to the Contractor under this Contract. The Authority shall have the same recovery rights if an audit demonstrates that the Contractor has failed to pay the minimum Health Benefit amount or failed to provide other reasonable Supplemental Benefits as required by this Contract.

J. In addition to the underpayment payable by the Contractor, the Port Authority may deduct interest on the Underpayment Amount calculated at 19.2% annually from any subsequent payment to the Contractor.

K. If requested by the Port Authority, the Contractor shall submit to the Port Authority for approval, a plan for the Contractor's or subcontractors' return of the Underpayment Amount each affected employee, including a deadline for compliance. In approving such a plan, the Port Authority may require the Contractor or a subcontractor to return the underpayment to the affected employees in cash and the Contractor or the subcontractor is responsible for any additional payroll taxes resulting from this payment.

electronic format if available in electronic format and the Port Authority requests that such records and books of account be provided in electronic format.

Upon request by the Port Authority, the Contractor (and its subcontractors) shall have 15 business days to provide such payroll records and books of account unless the Port Authority indicates, in writing, that such records and books of account may be provided at a later date.

In the event the Contractor fails to provide the required records, or if the Port Authority determines that the records and books of account provided for audit are incomplete, the Port Authority may, at its sole discretion, estimate wages, health, benefits and non-overtime hours worked in order to determine whether the Contractor (or its subcontractors) was in compliance with the wages, salaries and supplemental benefits provisions of this Contract.

H. Further, the Contractor shall submit (and shall cause its subcontractors to submit) to the Port Authority on the fifteenth day of the seventh month following the month in which the Commencement Date of this Contract falls and every six months thereafter, and the month following the month in which the termination date of this Contract falls, a certified statement signed by an executive officer of the Contractor (or its subcontractor) based upon the Contractor's (or subcontractors') payroll records showing straight time hours worked, total straight time Wages paid and Health and Supplemental Benefits provided for each employee providing the Contractor's Services under the Contract for each month of the Contract during the six month period ending on the last day of the month preceding the date of submission of the said statement, together with such other detailed information as the Port Authority may request from time to time regarding Wages and Health and Supplemental Benefits paid or provided by the Contractor or its subcontractor to employees engaged in providing the Contractor's Services under the Contract. Each certified statement shall, at a minimum, contain the level of detail specified in Exhibits I and II.

I. In the event that an audit of the Contractor's (or subcontractors) books and records or the aforesaid monthly statements submitted by the Contractor (or subcontractor) to the Port Authority should indicate that for any Contract Year, either the Contractor or a subcontractor has not paid or provided at least the Combined Average Hourly Wage and Supplemental Benefits, Minimum Hourly Wages and Minimum Salaries set forth herein (including any adjustments, if provided for, reflecting changes in the Consumer Price Index or other indices or instruments as identified by the Port Authority), the Contractor shall pay, to the Port Authority, (or to the Contractor's employees who have not been paid the proper wages or provided benefits, or shall pay to the subcontractor's employees similarly affected or shall have the subcontractor so pay, at the option of the Port Authority) an amount (calculated for the Contractor or subcontractor which has not paid or provided the required amounts hereunder) equivalent to the product obtained by multiplying the difference between the Combined Average Hourly Wage and Supplemental Benefits, Minimum Hourly Wages and Minimum Salaries required hereunder and the Combined Average

For example: Assume an employee begins working for the Contractor on January 1, 2007. Although the employee accrues 10 vacation days, he/she cannot take them until he/she has worked for the Contractor for one year. The employee finally takes his/her vacation in February 2008. The employee's vacation benefits accrued in 2007 but were never paid. Therefore, the Contractor may not include the employee's vacation benefits in the computation of Minimum Hourly Wages and Supplemental Benefits until it is actually paid. At that time, the vacation time will be credited retroactively and applied in the computation of benefits for the year 2007.

C. Contractor in the performance of the Services herein, shall pay or provide (and shall cause any subcontractor to pay or provide) not less than the Minimum Hourly Wage

(I) Minimum Hourly Wage.

Position- Cleaner - $11.64

Position- Supervisor - $13.99

D. In the event that the compensation payable under this Contract is subject to adjustment from time to time as provided in the paragraph entitled "Duration/Escalation" then simultaneously therewith, the Minimum Hourly Wage for an employee holding a position specified in Paragraph "C" above, shall each be adjusted by multiplying said amounts by the same percentage amount which was used to adjust the price payable under this Contract.

E. Nothing contained herein shall be construed to prevent the Contractor or any subcontractor from paying any individual employee hourly Wages higher than the Minimum Hourly Wage hereinbefore described

F. Contractors (and its subcontractors) should expect to be audited with respect to Wages and Health and Supplemental Benefits paid to Employees under this Contract. All Wage and Health Benefit requirements under this Contract will be strictly enforced. Failure on the part of the Contractor (and its subcontractors) to comply with any of the requirements under this Contract, including but not limited to the timely submission of payroll certifications may be deemed a substantial breach of this Contract giving rise to the rights and remedies enumerated hereafter in the paragraph entitled "Rights and Remedies of the Port Authority" in the Standard Contract Terms and Conditions as well as any other rights and remedies the Port Authority would have in the absence of such enumeration and failure to comply with each of these requirements will be taken into consideration prior to award of future contracts with the Port Authority.

G. The Contractor shall maintain records in accordance with the requirements set forth in the paragraph entitled "Records and Reports" in the Standard Contract Terms and Conditions.

For records related to Wages, Health and Supplemental Benefits, the Contractor is also required to provide such records and books of account in spreadsheet or other

authorized under the Taft Hartley Act 29 USCA Section 186 (c);

iii. The Contractor's employees and their families are covered under a health benefit plan paid for and provided by the Contractor at no cost to the employee.

c. Health Benefits shall be provided to employees and their families no later than thirty (30) calendar days of award of this Contract.

d. The Contractor shall provide each employee with written information, i.e. documents relating to each employee's health care coverage.

e. The Contractor shall provide continued health benefits to employees and their families of the same quality, or better throughout the duration of the Contract term.

4) "Supplemental Benefits" shall mean the cost to the Contractor (and its subcontractors) of all remuneration for employment provided to employees in any medium other than cash, but including payments which are not Wages within the meaning of this numbered clause, including, but not limited to: vacation allowances, sick leave, holiday, jury duty, birthday, medical checkup, welfare, retirement and non-occupational disability benefits, health, life, accident, or other such types of insurance, but excluding health benefits. Any reimbursements to employees for expenses, and payroll taxes, employee incentive plans and any other benefits required by law are not includable as supplemental benefits. Without limiting the foregoing, under no circumstances shall the cost of providing uniforms or footwear, cleaning of uniforms, training and transportation to and from post, or any other items incidental to rendering the services covered under this Contract, be allowed or included as Supplemental Benefits.

5) "Non-overtime Hours Worked" shall mean the straight-time hours actually worked by Employees under this Contract and shall include the time an employee spends at roll call, whether or not paid; however, meal periods and relief time shall be excluded, whether or not paid.

6) "Contract Year", as used in this Contract shall mean the twelve (12) month period commencing on the Commencement Date of the Contract and each successive twelve (12) month period thereafter that the Contract is in effect or such portion of a twelve (12) month period that the Contract is in effect if the Contract should expire or be terminated on other than the last day of such twelve (12) month period.

B. Supplemental Benefits including but not limited to holiday, sick time and vacation time, may accrue in one year but may not be paid to the following Contract year.

The General Manager, Risk Management must approve the certificate(s) of insurance, before any work can begin. To expedite the review of the certificate(s) of insurance, they may be faxed to the General Manager, Risk Management at (212) 435-5862. However, original certificates of insurance must be submitted in accordance with the aforementioned paragraph.

If at any time the above liability insurance should be canceled, terminated, or modified so that the insurance is not in effect as above required, then, if the Manager shall so direct, the Contractor shall suspend performance of the contract at the premises. If the contract is so suspended, no extension of time shall be due on account thereof. If the contract is not suspended (whether or not because of omission of the Manager to order suspension), then the Authority may, at its option, obtain insurance affording coverage equal to the above required, the cost of such insurance to be payable by the Contractor to the Authority. CITS # 2963

10. Wages and Supplemental Benefits

A. Definitions:

1) "Employee" shall mean any person, employed by the Contractor or its subcontractors, to perform any of the services required under this Contract, excluding those holding the positions of Resident Manager, and other administrative personnel performing such duties exclusively.

2) "Wages" shall mean monetary amounts paid by the Contractor or its subcontractor(s) to its employees for straight time (non-overtime) hours worked, including shift differentials, if any. Employee incentive plans are not included as wages.

3) The Cost of Health Benefits shall mean the cost to the Contractor (and its subcontractors) of such benefits that meet the requirements of this Contract of remuneration for employment provided to employees in any medium other than cash, but including payments which are not Wages within the meaning of this numbered clause for providing quality, comprehensive health coverage for employees and their families, subject to the following requirements:

a. Health Benefits shall include a comprehensive health insurance program for employees and their families, incorporating at a minimum hospitalization and physician services.
b. The Contractor shall demonstrate to the satisfaction of the Port Authority that the requirement set forth in 3a above is met through one of the following:
    i. The Contractor's employees and their families are covered by a government health benefits program, including, but not limited to Healthy New York, Child Care Plus, NJ FamilyCare;
    ii. The Contractor's employees and their families are covered by a union benefit plan

9. Insurance Procured by the Contractor

The Contractor shall take out, maintain, and pay the premiums on Commercial General Liability Insurance, including but not limited to premises-operations and products-completed operations, broad form property damage and independent contractors coverage, with a contractual liability endorsement covering the obligations assumed by the Contractor under this Contract and, **if vehicles are to be used to carry out the performance of this Contract**, then the Contractor shall also take out, maintain, and pay the premiums on Automobile Liability Insurance covering owned, non-owned, and rented vehicles in the following limits:

Commercial General Liability Insurance - $ 5 million combined single limit per occurrence for bodily injury and property damage liability.

Automobile Liability Insurance - $5 million combined single limit per accident for bodily injury and property damage liability.

In addition, the liability policy (ies) shall name The Port Authority of New York and New Jersey as additional insured, including but not limited to products-completed operations on the Commercial General Liability Policy. Moreover, the Commercial General Liability Policy shall not contain any provisions for exclusions from liability other than provisions for exclusion from liability forming part of the standard, basic unamended and unendorsed Commercial General Liability Policy. The liability policy (ies) and certificate of insurance must include cross-liability coverage providing severability of interests so that coverage will respond as if separate policies were in force for each insured.

The certificate of insurance and policy (ies) must contain the following wording for the above liability coverages:

Further, unless otherwise agreed by the Authority, the liability policy shall be specifically endorsed, to prohibit the insurance carrier from raising any defense involving in any way jurisdiction of the Tribunal, immunity of the Authority, governmental nature of the Authority or the provisions of any statutes respecting suits against the Authority without obtaining written express advance permission from the General Counsel of the Authority.

The Contractor shall also take out, maintain, and pay premiums on Workers' Compensation Insurance in accordance with the requirements of law in the state(s) where work will take place.

Each policy above shall contain a provision that the policy may not be canceled, terminated, or modified without thirty (30) days' prior written notice to the Port Authority of New York and New Jersey, General Manager, Risk Management, at the address below.

The Port Authority may at any time during the term of this agreement change or modify the limits and coverages of insurance.

Within five (5) days after the award of this agreement or contract, the Contractor must submit an original certificate of insurance to the Port Authority of New York and New Jersey, General Manager, Risk Management, 225 Park Avenue South, 12th Floor, New York City, NY 10003 (attention Agreement Certificate Review) and a copy of the certificate to the Facility Contract Administrator, at the location where the work will take place. This certificate of insurance MUST show evidence of the above insurance policy(ies), stating the agreement number. Upon request, the Contractor shall furnish to the General Manager, a certified copy of each policy, including the premiums.

In the event of an increase or decrease in areas the monthly lump sum payments to be made hereunder shall be adjusted to reflect such additions or deletions in areas or frequencies utilizing the Unit Prices applicable to the Work added, deleted or rescheduled as same are set forth in the Cost Proposal Form (for the applicable Contract Year) for "Extraordinary Cleaning Services" (as same may be adjusted pursuant to the provisions of this Contract). If there is no Unit Price for the service which is increased or decreased, the hourly rate for Extraordinary Cleaner Services will be used multiplied by the number of additional or fewer hours necessitated. The Manager shall have the right to determine the number of hours required to satisfactorily perform the increased or decreased service and he shall consider generally accepted industry standards where such are available.

In the event of a decrease, the Contractor shall not be entitled to compensation for Work not performed.

No such change in areas or frequencies will be implemented which results in a total increase or decrease in compensation that is greater than 50% of the Total Estimated Contract Price for the Base Term or, if changes are to be implemented during the Option Period, 50% for the Option Period.

Any increases in frequencies or areas shall not constitute Extra Work and, as such, shall not be limited by the Extra Work provisions of this Contract.

7. Authority of the Director

Inasmuch as the public interest requires that the Work to which this Contract relates shall be performed in the manner which the Authority, acting through the Director, deems best, the Director shall have absolute authority to determine what is or is not necessary or proper for or incidental to the portion thereof specified in the clause hereof entitled "General Agreement" and the Specifications shall be deemed merely his present determination on this point. In the exercise of this authority, he shall have power to alter the Specifications; to require the performance of Work not required by them in their present form, even though of a totally different character from that now required; and to vary, increase and diminish the character, quantity and quality of, or to countermand any Work now or hereafter required. Such variation, increase, diminution or countermanding need not be based on necessity but may be based on convenience.

8. Authority and Duties of the Manager

In the performance of the Contract, the Contractor shall conform to all orders, directions and requirements of the Manager of the locations as set forth herein and shall perform the Contract to the satisfaction of the Manager at such times and places, by such methods and in such manner and sequence as he may require, and the Contract shall at all stages be subject to his inspection. The Manager shall determine the amount, quality, acceptability and fitness of all parts of the Work and shall interpret the Specifications and any orders for Extra Work. The Contractor shall employ no equipment, materials, methods or men to which the Manager objects. Upon request, the Contractor shall confirm in writing any oral order, direction, requirements or determination.

K. If the Contractor fails to provide and maintain in proper working order as determined by the Manager any triple action machine, ride-on tractor with snow plow, single action machine, or other significant item of equipment as determined by the Manager that is required hereunder, then the monthly installment payable hereunder shall be reduced by $100.00 for each day, or part thereof during said month which any triple action machine, ride-on tractor with snow plow, single action machine, or other significant item of equipment as determined by the Manager is not provided and operable.

L. If the Contractor fails to provide and maintain any snow blower in proper working order as determined by the Manager, the monthly installment payable hereunder shall be reduced by $75.00 for each day, or part thereof during said month, which any such snow blower is not so provided and operable.

M. If the Contractor shall fail to submit to the Manager the Contractor's Safety Program within thirty (30) days as described herein then the monthly installment payable hereunder shall be reduced by $50.00 for each day that the Contractor fails to submit the report.

In addition, where any item of work scheduled at a frequency of less than once a month has not been satisfactorily performed during the month in which it has been scheduled, the Port Authority shall have the right to assess an additional one hundred percent (100%) of the monthly liquidated damages deduction for such work, each month until such time as it has been satisfactorily performed.

Should the Contractor only partially perform any item of work, within an area specifically defined in the Specifications, the Manager shall have the right, in computing liquidated damages hereunder, to base his computation on the total quantity of square feet within said area to which said item of Work applies.

The Manager shall determine whether the Contractor has performed in a satisfactory manner and his/her determination shall be final, binding and conclusive upon the Contractor.

Failure of the Manager or the Port Authority to impose liquidated damages shall not be deemed Port Authority acceptance of unsatisfactory performance or a failure to perform on the part of the Contractor or as a wavier of such right or an election of remedies.

6. Increases and Decreases in Areas or Frequencies

The Manager shall have the right, at any time and from time to time in his/her sole discretion, to increase or decrease the frequencies of all or any part of the services required hereunder and/or to add areas not described herein in the Specifications or remove areas or parts of areas, which are hereunder so described. In the event the Manager decides to change any frequencies or areas such change shall be by written notice not less than thirty (30) days, said changes to be effective upon the date specified in said notice.

then in effect multiplied by the number of hours of such services not rendered. The Manager shall have the right to determine the number of hours required to satisfactorily perform the incomplete or non-performed Work and he shall consider generally accepted industry standards where such are available.

C. If the Contractor fails to provide and maintain in proper working order as determined by the Manager any cell phone devices required to be provided to any Resident Manager or Supervisor hereunder, then the monthly installment payable hereunder shall be reduced by $50.00 for each day or any part thereof during said month when any such cellular phone is not so provided and operable.

D. If any Resident Manager or Supervisor hereunder fails to respond to cellular phone communication related to performance of his/her services hereunder within the required fifteen (15) minute response time, then the monthly installment payable hereunder, shall be reduced by $25.00 for the initial failure to respond within the required fifteen (15) minute response time and for each hour thereafter in which any Resident Manager or Supervisor fails to respond.

E. If the Contractor fails to have a Resident Manager or Supervisor on duty during the specified hours hereunder, then the monthly installment payable hereunder will be reduced by $40.00 per hour for each hour the Supervisor is not on duty.

F. If the Contractor fails to provide to the Manager a written work schedule covering the first three months of the contract within ten (10) days of the contract start date, then the monthly installment payable hereunder shall be reduced by $50.00 for each day that the schedule is past due.

G. In the event the Contractor fails to provide the information every six months as required in the Section hereunder entitled "Wages and Supplemental Benefits" Section H, then the monthly installment payable hereunder shall be reduced by $200.00 for each day the Contractor fails to provide said information.

H. If the Contractor fails to provide the Manager with the approved certificates of insurance no less than fifteen (15) days prior to the expiration date of each policy as required hereunder, then the monthly installment payable hereunder shall be reduced by $200.00 for each day such certificates are past due.

I. If the any employee of the Contractor hereunder fails to wear the proper uniform, then the monthly installment payable hereunder shall be reduced by $50.00 for each day when such employee is not so properly attired.

J. If the Contractor fails to provide and maintain in good running and operating condition as determined by the Manager any pickup truck or motor vehicle for the exclusive use of the Contractor's personnel for inspections and/or transporting of personnel and/or materials and furnishing services hereunder, then the monthly installment payable hereunder shall be reduced by $150.00 for each day or part thereof during such month which such motor vehicle is not so provided and operable.

The provisions of this Contract relating generally to Work and its performance shall apply without exception to any Extra Work required and to the performance thereof. Moreover, the provisions of the Specifications relating generally to the Work and its performance shall also apply to any Extra Work required and to the performance thereof, except to the extent that a written order in connection with any particular item of Extra Work may expressly provide otherwise.

If the Contractor deems work to be Extra Work, the Contractor shall give written notice to the Manager within twenty-four (24) hours of performing the work that he so considers as Extra Work, and failure of the Contractor to provide said notice shall be a waiver of any claim to an increase in compensation for such work and a conclusive and binding determination that it is not Extra Work.

The Contractor shall supply the amount of materials, supplies, equipment and personnel required by the Manager within twenty-four (24) hours following the receipt of written or verbal notice from the Manager, or in the case of an emergency as determined by the Manager, within four (4) hours following the receipt by the Contractor of the Manager's written or oral notification. Where oral notification is provided hereunder, the Manager shall thereafter confirm the same in writing.

All Extra Work shall be billed to the Port Authority on a separate invoice on a monthly basis.

5. Liquidated Damages

In the event that during any monthly period the Contractor fails to satisfactorily perform all or any part of the services required hereunder in accordance with the requirements and at the minimum frequencies set forth in the Specifications (as the same may be modified in accordance with provisions set forth elsewhere herein) then, inasmuch as the damage and loss to the Port Authority for such failure to perform includes items of loss whose amount will be incapable or very difficult of accurate estimation, the damages to the Port Authority shall be liquidated as follows:

A. If the Contractor fails to satisfactorily perform any item of the work set forth in Exhibit A of the Scope of Work at the frequencies therein stated then the monthly installment payable hereunder shall be reduced by an amount equal to two hundred (200%) of the Unit Price inserted by the Contractor on the Cost Proposal for "Extraordinary Cleaning Services" as appropriate for the applicable service and year, multiplied by the number of square feet, hours or items as applicable, not satisfactorily cleaned as required during said month. Where no specific unit price has been quoted for the type of services not performed, liquidated damages will be computed utilizing the hourly rate for Cleaner Services quoted by the then in effect multiplied by the number of hours, which in the opinion of the Manager, are necessary to complete the work not performed. In making his determination of necessary hours, the Manager shall consider generally accepted industry standards where such are available.

B. If the Contractor fails to satisfactorily perform any Snow Removal at the times required by the Manager, then the monthly installment hereunder shall be reduced by two hundred percent (200%) of the applicable rate per hour for such services

compensation shall be increased by the sum of the following amounts and such amounts only: (1) the actual net cost, in money, of the labor, and material, required for such Extra Work; (2) ten percent (10%) of the amount under (1) above; (3) such rental as the Manager deems reasonable for plant and equipment (other than small tools) required for such Extra Work; (4) if the Extra Work is performed by a subcontractor, an additional five percent (5%) of the sum of the amounts under (1) through (3) above.

As used in this numbered clause (and in this clause only):

"Labor" means laborers, mechanics, and other employees below the rank of Supervisor, directly employed at the Site of the Work subject to the Manager or his/her designee's authority to determine what employees of any category are "required for Extra Work" and as to the portion of their time allotted to Extra Work; and "cost of labor" means the wages actually paid to and received by such employees plus a proper proportion of (a) vacation allowances and union dues and assessments which the employer actually pays pursuant to contractual obligation upon the basis of such wages, and (b) taxes actually paid by the employer pursuant to law upon the basis of such wages and workers' compensation premiums paid pursuant to law. "Employees" as used above means only the employees of one employer.

"Net Cost" shall be the Contractor's actual cost after deducting all permitted cash and trade discounts, rebates, allowances, credits, sales taxes, commissions, and refunds (whether or not any or all of the same shall have been taken by the Contractor) of all parts and materials purchased by the Contractor solely for the use in performing its obligation hereunder provided, such purchase has received the prior written approval of the Manager as required herein. The Contractor shall promptly furnish to the Manager such bills of sale and other instruments as may be required by it, executed, acknowledged and delivered, assuring to it title to such materials, supplies, equipment, parts, and tools free of encumbrances.

"Materials" means temporary and consumable materials as well as permanent materials; and "cost of materials" means the price (including taxes actually paid by the Contractor pursuant to law upon the basis of such materials) for which such materials are sold for cash by the manufacturers or producers thereof, or by regular dealers therein, whether or not such materials are purchased directly from the manufacturer, producer or dealer (or if the Contractor is the manufacturer or producer thereof, the reasonable cost to the Contractor of the manufacture and production), plus the reasonable cost of delivering such materials to the Site of the Work in the event that the price paid to the manufacturer, producer or dealer does not include delivery and in case of temporary materials, less their salvage value, if any.

The Manager shall have the authority to decide all questions in connection with the Extra Work. The exercise by the Manager of the powers and authorities vested in him/her by this section shall be binding and final upon the Port Authority and the Contractor.

The Contractor shall submit all reports, records and receipts as are requested by the Manager so as to enable him/her to ascertain the time expended in the performance of the Extra Work, the quantity of labor and materials used therein and the cost of said labor and materials to the Contractor.

No certificate, payment, acceptance of any Work or any other act or omission of any representative of the Port Authority shall operate to release the Contractor from any obligation under or upon this Contract, or to stop the Port Authority from showing at any time that such certificate, payment, acceptance, act or omission was incorrect or to preclude the Port Authority from recovering any monies paid in excess of those lawfully due and any damage sustained by the Port Authority.

In the event an audit of received invoices should indicate that the correct sum due the Contractor for the relevant billing period is less than the amount actually paid by the Port Authority, the Contractor shall pay to the Port Authority the difference promptly upon receipt of the Port Authority's statement thereof. The Port Authority may, however, in its discretion elect to deduct said sum or sums from any subsequent monthly payments payable to the Contractor hereunder.

"Final Payment", as the term is used throughout this Contract, shall mean the final payment made for services rendered in the last month of the Base Term or any extended term. However should this Contract be terminated for any reason prior to the last month of the Base Term or any extended term, then Final Payment shall be the payment made for services rendered in the month during which such termination becomes effective. The Contractor's acceptance of Final Payment shall act as a full and complete release to the Port Authority of all claims of and of all liability to the Contractor for all things done or furnished in connection with this Contract and for every act and neglect of the Port Authority and others relating to or arising out of this Contract, including claims arising out of breach of contract and claims based on claims of third persons. No payment, however, final or otherwise shall operate to release the Contractor from any obligations in connection with this Contract.

4. Extra Work

The Contractor is required to provide separate materials, supplies, equipment and personnel for Extra Work when such is deemed necessary by the Manager. "Extra Work" as used herein shall be defined as work which differs from that expressly or impliedly required by the Specifications in their present form. Total Extra Work performed by the Contractor shall not exceed six percent (6%) of the Total Contract Price of this Contract for the entire Term of this Contract including extensions thereof.

An increase in area or frequency does not constitute Extra Work, but shall be compensable based on the prices in the Cost Proposal Form and the paragraph herein titled "Increase or Decrease in Areas or Frequencies".

The Contractor is required to perform Extra Work pursuant to a written order of the Manager expressly recognizing such work as Extra Work. If Lump Sum or Unit Price compensation cannot be agreed upon by the parties in writing prior to the start of Work, the Contractor shall perform such Extra Work and the Contractor's

iv) Within fifteen (15) calendar days of its receipt of the Contractor's invoice, the Authority will pay to the Contractor an initial payment equal to eighty-five percent (85%) of the face value of such invoice for all work performed satisfactorily. Payment to the Contractor of any amounts due in excess of the aforesaid initial payment will be made by the Port Authority within thirty (30) calendar days following its receipt of the invoice.

b. The compensation indicated above is full compensation for all Work whatsoever required by this Contract excluding compensation for Extra Work assigned pursuant to the clause entitled "Extra Work," compensation for which shall be in accordance with the provisions of said clause.

c. The annual estimated quantities set forth on the Cost Proposal Form are given solely to enable the Port Authority to make price comparisons. The Port Authority makes no representations as to what the actual quantities will be and shall not be held responsible even though the annual estimated quantities are not even approximately correct. The Contractor's compensation for unit price work will be computed based on the actual hours expended and/or square feet cleaned, as the case may be, as further set forth above.

d. Payment will be made in monthly installments in accordance with the following:

i) The Contractor shall submit to the Manager by the fifth day of the month following the month of commencement of the Contract and on or by the fifth day of each month thereafter (including the month following the termination or expiration of this Contract) a complete and correct invoice setting forth the amount due to the Contractor for the preceding calendar month which amount shall be 1/12 of the Lump Sum Contract Price and any other work performed for the contract year in which billed services were rendered accompanied by such information as may be required by the Manager for verification. The invoice must show the Contractor's Federal Tax Identification Number. Within fifteen (15) calendar days of its receipt of the Contractor's invoice, the Authority will pay to the Contractor an initial payment equal to eighty-five percent (85%) of the face value of such invoice. Payment to the Contractor of any amounts due in excess of the aforesaid initial payment will be made by the Authority within thirty (30) calendar days following its receipt of the invoice.

ii) Payment to the Contractor by the Authority will be made within thirty (30) calendar days following its receipt of the invoice.

iii) Payments made hereunder are subject to such adjustments as may be necessitated following Authority verification of the accuracy of amounts billed. Such payments are further subject to deductions for such liquidated damages to which the Authority may be entitled pursuant to the clause hereof entitled "Liquidated Damages".

I. The Port Authority shall have the absolute right to extend this Contract for an additional one hundred twenty (120) day period subsequent to the Expiration Date of the Base Term or Option Period if exercised, subject to the same terms and conditions then in effect. The prices quoted by the Contractor for the third year of the Base Term, or third year of the Option Period, if applicable, shall remain in effect during this extension period without escalation. The Port Authority will advise the Contractor, in writing, at least thirty (30) days prior to the applicable Expiration Date that the Contract term is so extended.

3. Payment

Subject to the provisions of this Contract, the Port Authority agrees to pay to the Contractor and the Contractor agrees to accept from the Port Authority as full and complete consideration for the performance of all its obligations under this Contract and as sole compensation for the Work performed by the Contractor hereunder, a compensation calculated from the lump sum price and the actual quantities of services performed and the respective prices inserted by the Contractor in the Cost Proposal Form, subject to the adjustment provisions hereof,, exclusive of compensation under the clause hereof entitled "Extra Work". The manner of submission of all bills for payment to the Contractor by the Port Authority for services rendered under this Contract shall be subject to the approval of the Manager in all respects, including, but not limited to, format, breakdown of items presented and verifying records. All computations made by the Contractor and all billing and billing procedures shall be done in conformance with the following procedures:

i) For each month in which Routine and Periodic Cleaning Services required by this Contract are performed by the Contractor the contractor shall invoice the Port Authority for one twelfth (1/12) the Annual Lump Sum Price for said services inserted by the Proposer in the Cost Proposal Form for the appropriate Contract Year, as such amount may be adjusted pursuant to the provisions of this Contract.

ii) For Snow Removal Services performed by the Contractor hereunder, the Contractor shall invoice the Port Authority the applicable price per hour inserted by the Proposer in the Cost Proposal Form for the appropriate Contract Year, as such amount may be adjusted pursuant to the provisions of this Contract times the number of hours expended in the month.

iii) For each item of Extraordinary Cleaning Services performed by the Contractor, the Contractor shall invoice the Port Authority the price per hour, price per square foot, or price per fixture, as applicable, for such services inserted by the Contractor in the Cost Proposal Form for the appropriate Contract Year, as such amounts may be adjusted pursuant to the provisions of this Contract, times the actual number of square feet cleaned, fixtures cleaned or hours of work performed by the Contractor in the month.

less shelter; 1982-1984=100, published by the Bureau of Labor Statistics of the United States Department of Labor (hereinafter called the "Price Index"). The price adjustment shall be capped at three (3) percent.

D. For the first year of the Option Period, the Price Index shall be determined for the months of March 2009 and March 2010. The prices in effect in the final year of the Base Term shall be multiplied by a fraction the numerator of which is the Price Index for March 2010 and the denominator of which is the Price Index for March 2009. The resulting product shall be the compensation payable in the first year of the Option Period. The price adjustment shall be capped at three (3) percent.

E. For the second year of the Option Period, the Price Index shall be determined for the months of March 2010 and March 2011. The prices in effect in the first year of the Option Period shall be multiplied by a fraction the numerator of which is the Price Index for March 2011 and the denominator of which is the Price Index for March 2010. The resulting product shall be the compensation payable in the second year of the Option Period. The price adjustment shall be capped at three (3) percent.

F. For the third year of the Option Period, the Price Index shall be determined for the months of March 2011 and March 2012. The prices in effect in the second year of the Option Period shall be multiplied by a fraction the numerator of which is the Price Index for March 2012 and the denominator of which is the Price Index for March 2011. The resulting product shall be the prices in effect in the third year of the Option Period. The price adjustment shall be capped at three (3) percent.

G. In the event of a change in the basis or the discontinuance of the publication by the United States Department of Labor of the Price Index, such other appropriate index shall be substituted as may be agreed to by the parties hereto as properly reflecting changes in value of the current United States money in a manner similar to that established in the said Price Index. In the event of the failure of the parties to so agree, the Port Authority may select and use such index, as it deems appropriate.

H. In the event the prices set forth on the Cost Proposal Form shall be adjusted hereunder, then, simultaneously with such adjustment of the charges, the Hourly Wage and Supplemental Benefits set forth in Section 10 shall each also be adjusted during the option period in the same manner and by the same percentage as set forth above for the prices on the Cost Proposal Form. The Contractor shall pay and provide the same to its employees hereunder and shall comply with all the terms and provisions of said Form of the Contract, Section 10 Wages and Supplemental Benefits in connection therewith. In the event that the price index is not available for any specified month as herein above set forth within the time set forth for payment, such Price Index for the latest month then published shall be used to constitute the Price Index.

PART I CONTRACT DESCRIPTION

1. General Agreement

The Contractor agrees to perform janitorial and general cleaning services at John F. Kennedy International Airport Parking Lots and Garages and all related areas, buildings and properties associated therewith as set forth herein, including snow removal, and to furnish all labor, supervision, uniforms, vehicles, equipment, materials, supplies, training and other facilities and do all other things necessary, proper or incidental thereto, all in strict accordance with the provisions of the Contract Documents and any future changes therein; and the Contractor further agrees to assume and perform all other duties and obligations imposed upon him by this Contract.

The enumeration in these Contract Documents of particular things to be furnished or done at the Contractor's expense, or without cost or expense to the Port Authority, or without additional compensation to the Contractor shall not be deemed to imply that only things of a nature similar to those enumerated shall be so furnished and done; but the Contractor shall perform all Work as required without other compensation than that specifically provided, whatsoever changes may be made in the Specifications, whatsoever Work may be required in addition to that required by the Specifications in their present form, and whatsoever obstacles or unforeseen conditions may arise or be encountered.

2. Duration/Escalation

A. The initial term of this Contract (referred to herein as the "Base Term") shall be for a three (3) year period commencing on or about October 1, 2007 on the specific date set forth in the Port Authority's written notice of Proposal acceptance (said date herein referred to as "the Effective Date" or "Commencement Date") and unless sooner terminated, revoked or extended in accordance with the provisions hereof, shall expire on the day preceding the third (3) anniversary date (EST) (said date referred to herein as "the Expiration Date").

B. The Port Authority shall have the right to extend this Contract for one (1) three (3) y period from the Expiration Date (herein referred to as the "Option Period") upon the same terms and conditions subject to the following: not later than thirty (30) days pr to the Expiration Date, the Port Authority will send a notice that it is extending the E Term of this Contract, as aforesaid, and the term of the Contract shall thereupon be extended for the Option Period, subject only to the adjustment of charges as hereina provided.

C. For the first, second and third years of the Option Period exercised hereunder, (excluding the 120 day Extension Period as described in paragraph below,) the Port Authority shall adjust the prices inserted by the Contractor on the Cost Proposal Form as hereinafter provided utilizing the Consumer Price Index for all Urban Consumers; Series Id: CUURA101SA0L2; Not Seasonally Adjusted; New York-Northern New Jersey-Long Island, NY-NJ-CT-PA area; all items

ATTACHMENT B

FORM OF CONTRACT FOR FACILITY SERVICES

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ATTACHMENT A

AGREEMENT ON TERMS OF DISCUSSION

The Port Authority's receipt or discussion of any information (including information contained in any proposal, vendor qualification, ideas, models, drawings, or other material communicated or exhibited by us or on our behalf) shall not impose any obligations whatsoever on the Port Authority or entitle us to any compensation therefor (except to the extent specifically provided in such written agreement, if any, as may be entered into between the Port Authority and us). Any such information given to the Port Authority before, with or after this letter, either orally or in writing, is not given in confidence. Such information may be used, or disclosed to others, for any purpose at any time without obligation or compensation and without liability of any kind whatsoever. Any statement which is inconsistent with this Agreement, whether made as part of or in connection with this Agreement, shall be void and of no effect. This Agreement is not intended, however, to grant to the Port Authority rights to any matter which is the subject of valid existing or potential letters patent. The foregoing applies to any information, whether or not given at the invitation of the Port Authority.

_____
(Company)

_____
(Signature)

_____
(Title)

_____
(Date

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performance of the Contract. The furnishing of such information by the Port Authority shall not create or be deemed to create any obligation or liability upon it for any reason whatsoever and each Proposer, by submitting its proposal, expressly agrees that it has not relied upon the foregoing information, and that it shall not hold the Port Authority liable or responsible therefor in any manner whatsoever. Accordingly, nothing contained herein and no representation, statement or promise, of the Port Authority, its directors, officers, agents, representatives, or employees, oral or in writing, shall impair or limit the effect of the warranties of the Proposer required by this RFP or Contract and the Proposer agrees that it shall not hold the Port Authority liable or responsible therefor in any manner whatsoever.

(3) At any time and from time to time after the opening of the proposals, the Port Authority may give oral or written notice to one or more Proposers to furnish additional information relating to its proposal and/or qualifications to perform the services contained in this RFP, or to meet with designated representatives of the Port Authority. The giving of such notice shall not be construed as an acceptance of a proposal. Information shall be submitted within three (3) calendar days after the Port Authority's request unless a shorter or longer time is specified therein.

O. No Personal Liability

Neither the Commissioners of the Port Authority, nor any of them, nor any officer, agent or employee thereof shall be charged personally with any liability by a Proposer or another or held liable to a Proposer or another under any term or provision of this RFP or any statements made herein or because of the submission or attempted submission of a proposal or other response hereto or otherwise.

whether or not to initiate Contract negotiations rests solely with the Port Authority.

L. Taxes and Costs

Sales to the Port Authority are currently exempt from New York and New Jersey state and local sales and compensating use taxes and generally from federal taxation. All costs associated with the Contract must reflect this exemption and be stated in U.S currency.

M. Most Advantageous Proposal/No Obligation to Award

The Port Authority reserves the right to award the Contract to other than the Proposer proposing the lowest price. The Contract will be awarded to the Proposer whose proposal the Port Authority believes, in its sole discretion, will be the most advantageous to the Port Authority. Neither the release of this RFP nor the acceptance of any response thereto shall compel the Port Authority to accept any proposal. The Port Authority shall not be obligated in any manner whatsoever to any Proposer until a proposal is accepted by the Port Authority in the manner provided in the Section of this RFP entitled "Proposal Acceptance or Rejection."

N. Rights of the Port Authority

(1) The Port Authority reserves all its rights at law and equity with respect to this RFP including, but not limited to, the unqualified right, at any time and in its sole discretion, to change or modify this RFP, to reject any and all proposals, to waive defects or irregularities in proposals received, to seek clarification of proposals, to request additional information, to request any or all Proposers to make a presentation, to undertake discussions and modifications with one or more Proposers, or to negotiate an agreement with any Proposer or third person who, at any time, subsequent to the deadline for submissions to this RFP, may express an interest in the subject matter hereof, to terminate further participation in the proposal process by a Proposer or to proceed with any proposal or modified proposal, which in its judgment will, under all circumstances, best serve the Port Authority's interest. The Port Authority may, but shall not be obliged to, consider incomplete proposals or to request or accept additional material or information. The holding of any discussions with any Proposer shall not constitute acceptance of a proposal, and a proposal may be accepted with or without discussions.

(2) No Proposer shall have any rights against the Port Authority arising from the contents of this RFP, the receipt of proposals, or the incorporation in or rejection of information contained in any proposal or in any other document. The Port Authority makes no representations, warranties, or guarantees that the information contained herein, or in any addenda hereto, is accurate, complete, or timely or that such information accurately represents the conditions that would be encountered during the

F. Conflict of Interest

If the Proposer or any employee, agent or subcontractor of the Proposer may have a possible conflict of interest, or may give the appearance of a possible conflict of interest, the Proposer shall include in its proposal a statement indicating the nature of the conflict. The Port Authority reserves the right to disqualify the Proposer if, in its sole discretion, any interest disclosed from any source could create a conflict of interest or give the appearance of a conflict of interest. The Port Authority's determination regarding any questions of conflict of interest shall be final.

G. Multiple Contract Awards

The Port Authority reserves the right to award multiple Contracts for the products, work and/or services that are the subject matter of this RFP and Proposers are hereby given notice that they may not be the Port Authority's only Contractor for such products, work and/or services.

H. Right to Extend Contract

If this is a proposal for a Contract for a term of years, including specified options for renewal, the Port Authority reserves the additional right to extend the Contract term for an additional 120 days, upon the same terms and conditions of the original Contract negotiated between the Port Authority and the successful Proposer.

I. Authorized Signature

Proposals must be signed by an authorized corporate officer (e.g., President or Vice President), General Partner, or such other individual authorized to bind the Proposer to the provisions of its proposal and this RFP.

J. References

The Port Authority may consult any reference familiar with the Proposer regarding its current or prior operations and projects, financial resources, reputation, performance, or other matters. Submission of a proposal shall constitute permission by the Proposer for the Port Authority to make such inquiries and authorization to third parties to respond thereto.

K. Evaluation Procedures and Negotiation

Only Proposers which meet the prerequisites, if any, may have their proposals evaluated based on the evaluation criteria set forth in this RFP. The Port Authority may use such procedures that it deems appropriate to evaluate such proposals. The Port Authority may elect to initiate Contract negotiations with one or more Proposers including negotiation of costs/price(s) and any other term or condition, including modifying any requirement of this RFP. The option of

I. M/WBE Plan

The Proposer shall submit an M/WBE Plan in accordance with the section of this RFP entitled "M/WBE Subcontracting Provisions".

8. CONDITIONS FOR THE SUBMISSION OF A PROPOSAL

In addition to all other requirements of this RFP, the Proposer agrees to the following conditions for the submission of its proposal.

A. Changes to this RFP

At any time, in its sole discretion, the Port Authority may by written addenda, modify, correct, amend, cancel and/or reissue this RFP. If an addendum is issued prior to the date proposals are due, it will be provided to all parties to whom RFP's were mailed. If an addendum is issued after proposals have been received, the addendum will be provided only to those whose proposals remain under consideration at such time.

B. Proposal Preparation Costs

The Port Authority shall not be liable for any costs incurred by the Proposer in the preparation, submittal, presentation, or revision of its proposal, or in any other aspect of the Proposer's pre-Contract activity. No Proposer is entitled to any compensation except under an agreement for performance of services signed by an authorized representative of the Port Authority and the Proposer.

C. Disclosure of Proposal Contents / Use of Ideas and Materials

Proposal information is not generally considered confidential or proprietary. All information contained in the proposal is subject to the "Agreement on Terms of Discussion" attached hereto as Attachment A.

D. Ownership of Submitted Materials

All materials submitted in response to or in connection with this RFP shall become the property of the Port Authority. Selection or rejection of a proposal shall not affect this right

E. Subcontractors

If a Proposer intends to use sub contractor(s) the Proposer must identify in its proposal the names of the sub contractor(s) and the portions of the work the subcontractor(s) will perform. Subcontractors will be subject to the same security and background checks as the Proposer.

average wages and health supplemental benefits before the end of the affected period.

Describe the Proposer's employee retention plan for this contract

- Describe the Proposer's plan to compensate its employees in terms of wages and benefits and how it intends to adjust wages and benefits during the contract period.

  d) Describe the Proposer's training, programs health benefits, and workplace safety programs for this contract.

D. The Proposer shall provide any other information that is related to the above requirements that the Proposer believes would be helpful to the Port Authority in the evaluation of its proposal.

E. Contractor Identity Check/Background Screening Plan

The Proposer shall submit a Contractor Identity Check/Background Screening Plan, which demonstrates how the Proposer will ensure that only employees who were successfully prescreened and properly credentialed perform the services herein. This Plan shall be applicable to all years of the Contract and shall include, but not be limited to, the following:

The length of time researched for the identity check/background screening on new hires, which shall be at a minimum of 10 years of employment history or verification of what an employee documented they have done in the last 10 years preceding the date of the investigation, resources utilized to perform this, and the frequency at which it is performed on current employees.

G. Acknowledgment of Addenda

If any Addenda are sent as part of this RFP, the Proposer shall complete, sign and include with its proposal the addenda form(s). In the event any Proposer fails to conform to these instructions, its proposal will nevertheless be construed as though the Addenda had been acknowledged.

H. Acceptance of Standard Contract Terms and Conditions

The Port Authority has attached to this RFP Standard Contract Terms and Conditions governing the Contract. The Proposer is expected to agree with these Standard Contract Terms and Conditions. However, if the Proposer has any specific exceptions, such exceptions should be set forth in a separate letter included with its response to this RFP. After the Proposal Due Date, the Proposer will be precluded from raising any exceptions unless such exceptions are justified by and directly related to substantive changes in the business or technical requirements and are agreed to by the Proposer and the Port Authority.

the Contracting party; the locations where the work was performed; duration of the Contract; the approximate dollar amount of the Contract; the annual staff hours of full and part time labor expended in the performance of the Contract; a summary of the types of work performed and the names, addresses and telephone numbers of the owners; representatives familiar with the work that the Port Authority may contact.

b. The Proposer should provide a statement indicating the qualifications and experience of managerial and supervisory personnel employed by the firm who are to be exclusively dedicated to the Contract, including their length of service with the firm, the anticipated function of each person on the Contract and a summary of the relevant experience of each person listed. The resumes of the individuals who are being recommended for these positions should be included in the Proposal.

c. The Proposer should provide a complete description of all employee management programs (covering both supervisory and non-supervisory personnel), currently utilized by your firm, including, but not limited to, cleaning related training, security training, OSHA safety training, employee motivation and incentive programs, health benefits information for employees, Quality Assurance/Quality Control programs, payroll processing, recruitment procedures, staffing retention plan, and disciplinary procedures, etc. (include, if available, copies of manuals or other associated documents).

d. The Proposer shall submit to the Port Authority, a detailed itemized description explaining technical expertise and past experience the Proposer has in the following areas:

- Utilization of technological advances in cleaning methods and resulting benefits;
- Management of cleaning in buildings and facilities, of similar size.

4. <u>Staffing Management</u>

a) Describe the Proposer's plan to ensure that an employee who performed a similar role at the Facility under a previous Port Authority Contract suffers no diminution in wage rate under the new Contract.

b) The Proposer shall submit a Wage and Health Supplemental Benefits Plan for the Contract. In addition, the Proposer shall submit a self-assessment plan, applicable to all years of the Contract including a system, which shall be subject to audit by the Port Authority, that will monitor on a monthly basis the Contractor's own performance with respect to its obligation to pay the specified average wages, health and other supplemental benefits. The Proposer shall submit a plan demonstrating how it will react to underpayments detected by the above monitoring system and how it will ensure compliance with the required

1. Cost Proposal

The Proposer shall submit a Cost Proposal indicating the compensation that it expects to receive. The Cost Proposal shall be complete and inclusive of all work required by this RFP and shall include, but not be limited to, material and labor costs, fuel costs, any salaries, health benefits and other benefits, overheads, profits, etc. The cost Proposal should be submitted on Attachment B – Part III - Cost Proposal Form.

2. Management Approach

a. The Proposer should indicate the total number of full-time (minimum thirty (30) hours/week) employees currently employed by the firm and the number employed in each of the preceding three (3) years.

b. The Proposer shall show the number of full time and part time employees to be utilized in providing these services, including supervisory staff. The Proposer shall submit a plan to minimize employee turnover.

c. The Proposer should provide a complete description of how it intends to implement and manage the cleaning services at the John F. Kennedy International Airport Parking Lots and Garages, including any information that it believes would be helpful to the Port Authority in assessing its ability to provide the services described in the RFP. The Proposal must include the Proposer's plan to ensure compliance with the requirements of this Contract, including, but not limited to insurance requirements, i.e. general liability, automobile and workers' compensation and the Proposer's M/WBE Participation Plan. In addition, the Proposer should submit proposed minimum service standards (and the appropriate measurements thereof), concepts or procedures that will further its objective to provide the highest possible level of service at the John F. Kennedy International Airport Parking Lots and Garages, including how it will determine and maintain performance measurements.

d. The Proposer shall submit in its proposal, its allowance for holiday, vacation and sick days, welfare, retirement, and other supplemental benefits for each of its employees performing services under this Contract including, but not limited to, how such allowance for holiday, vacation and sick days, welfare, retirement, and other supplemental benefits is implemented and administered by the Contractor.

3. Technical Experience, Experience of Proposer, and the Proposer's Capability to Meet the Requirements of this RFP

a. The Proposer shall submit a listing of all cleaning Contracts that were performed by or are currently being performed by the Proposer within the last five (5) years. Include for each Contract listed the name and address of

(4) Name and address of proposed sub contractors, if any;

(5) If a corporation: (a) a statement of the names and residences of its officers, and (b) a copy of its Certificate of Incorporation, with a written declaration signed by the secretary of the corporation, with the corporate seal affixed thereto, that the copy furnished is a true copy of the Certificate of Incorporation as of the date of the opening of the Proposals;

If a partnership: a statement of the names and residences of its principal officers, indicating which are general and which are special partners;

If an individual: a statement of residence

B. Executive Summary

The Proposer shall submit a summary presenting the major features of its proposal and how the proposal satisfies the requirements contained in this RFP, as well as the special competencies and expertise of the Proposer to meet the requirements of this RFP.

C. Agreement on Terms of Discussion

The Proposer shall submit a copy of the "Agreement on Terms of Discussion," signed by an authorized representative of the Proposer. The Agreement format is included as Attachment A and shall be submitted by the Proposer without any alterations or deviations. Any Proposer who fails to sign the Port Authority's "Agreement on Terms of Discussion" will not have its proposal reviewed.

D. Certifications With Respect to the Contractor's Integrity Provisions

The Proposer, by signing the Letter of Transmittal, makes the certifications in the "Contractor's Integrity Provisions," included as Section III in Part IV- "Standard Contract Terms And Conditions" of Attachment B of this RFP. If the Proposer cannot make any such certifications, it shall enclose an explanation of that inability.

E. Documentation of Proposer Prerequisites

The Proposer shall submit documentation to demonstrate that it meets all prerequisites, if any, included herein.

F. Proposal

The Proposer must submit a proposal that details and clearly describes its experience and capability to perform the cleaning services described in this RFP, its approach to such work and the cost of such work to the Port Authority. At a minimum, the proposal shall address the following:

Authority's Small Business Programs (SBP) for certification, the names of M/WBE firms it proposes to use. Only Port Authority certified M/WBE firms may be considered to meet the goals. For inquiries and assistance, please contact SBP at (212) 435-7819.

To the maximum extent feasible and consistent with the Proposer's exercise of good business judgment, the Proposer shall make a good faith effort to include 12% participation by MBE's and 5% participation by WBE's in all procurement, subcontracting and ancillary service opportunities associated with this Contract. The Proposer shall submit an M/WBE Participation Plan, (Plan) which shall be evaluated and rated for this procurement. The Plan shall consist of the following:

- Previous M/WBE Participation: Describe any previous or current M/WBE participation which the Proposer has sponsored.
- Scope of Work: Describe the specific scope of work the M/WBE's will perform.
- Identification of M/WBE's: Provide the name and address of any M/WBE included in the Plan. If none are identified, describe the process for selecting participant firms.
- Level of Participation: Indicate the percentage of M/WBE participation expected to be achieved with the arrangement described in the Plan.

7. PROPOSAL SUBMISSION REQUIREMENTS

In order to expedite the evaluation of proposals, the Proposer's response to this RFP shall follow the format and order of items, using the same paragraph identifiers, as set forth below.

A. Letter of Transmittal

The Proposer shall submit a letter on its letterhead, signed by an authorized representative, stating its experience and qualifications in meeting the requirements of this RFP.

The Letter of Transmittal shall contain:

(1) Name and address of the Proposer and an original signature on the Letter of Transmittal by an authorized representative on behalf of the Proposer;

(2) Name(s), title(s) and telephone number(s) of the individual(s) who are authorized to negotiate and execute the Contract;

(3) Name, title and telephone number of a contact person to which the Port Authority can address questions or issues related to this RFP;

managing similar cleaning services in heavily trafficked large public facilities using a staff comparable in size to that necessary for the John F. Kennedy International Airport Parking Lots and Garages cleaning. Experience of Proposer's senior management team in managing employee management programs, including, but not limited to, references for employees, security training, OSHA safety training, quality assurance and control programs, disciplinary procedures, staff planning, payroll processing and recruiting and maintaining a stable workforce and utilization of technological advances in cleaning methods and contract management.

D. Staffing Management

- The Contractor's plan in performing the service hereunder that will ensure that employees who performed similar roles under a previous Port Authority Contract at the Facility suffer no diminution in wage rate under the new Contract;
- The Proposer's plan to ensure compliance with the Wage and Health Benefit requirements of this Contract including the quality of the proposed health benefits;
- The Proposer's plan for retaining current employees for this Contract and providing for a stable labor force, including how it intends to compensate its employees in terms of wages and benefits and how it intends to adjust wages and benefits.
- The Proposer's training and safe work environment plans for this Contract.

E. Background Check Plan

The Proposer must submit a Background Check plan in accordance with this document, which will be considered pass/fail."

6. M/WBE SUBCONTRACTING PROVISIONS

The Port Authority of NY & NJ has a long-standing practice of making its business opportunities available to Minority Business Enterprises (MBEs) and Women-owned Businesses (WBEs) and has taken affirmative steps to encourage such firms to seek business opportunities with the Port Authority. The successful Proposer will use every good faith effort to provide for meaningful participation by Port Authority certified M/WBEs as defined in this document, in all purchasing, sub-contracting and ancillary service opportunities associated with this Contract, including purchase of equipment, supplies and labor services. Good faith efforts include 1) dividing the services and materials to be procured into small portions where feasible, 2) giving reasonable advance notice of specific sub-contracting and purchasing opportunities to such firms as may be appropriate, 3) soliciting services and materials from M/WBEs, which may be certified by the Port Authority and 4) insuring that provision is made for timely progress payments to the M/WBEs.

The Port Authority has a list of certified M/WBE firms, which are available to Proposers at their request. The Port Authority makes no representation as to the qualifications and ability of these firms to perform under this Contract. The Proposer may use firms which are not on the list but will be required to submit, to the Port

designee, that the present financial condition of the Proposer is at least as good as that shown on the statements submitted.

B. A statement of work which the Proposer has on hand, including any work on which a bid has been submitted, containing a description of the work, the annual dollar value, the location by City and State, the current percentage of completion, the expected date for completion, and the name of an individual most familiar with the Proposer's work on these jobs.

C. The name and address of the Proposer's banking institution, chief banking representative handling the Proposer's account, the Proposer's Federal Employer Identification Number (i.e., the number assigned to firms by the Federal Government for tax purposes), the Proposer's Dun and Bradstreet number, if any, the name of any credit service to which the Proposer furnished information and the number, if any, assigned by such service to the Proposer's account.

5. EVALUATION CRITERIA AND RANKING

All proposals will be reviewed by the Port Authority to determine if they adhere to the format required in this RFP, if they contain all required submissions and if the Proposer meets the preconditions required for submission of a Proposal. For Proposals meeting such requirements, the following criteria, set forth in order of importance, will be utilized in the evaluation of proposals.

A. Cost of Proposal

- The Total Estimated Contract Price as submitted on the Cost Proposal Form.

B. Management Approach

- The clarity and feasibility of the Proposal, which shall include the proposers' management philosophy, principles and programs to be utilized by the Contractor in performing the service, and which shall include consideration of the Proposer's proposed labor and supervisory staffing, M/WBE sub-contracting plan, on-site management plans and work plan for this Contract, and proposed quality assurance/quality control program addressing how the Proposer will ensure compliance with the Contract requirements, including, but not limited to general liability, automobile liability and workers' compensation insurance; prior Wage and Health Benefit compliance, compliance with M/WBE subcontracting plan and insurance compliance on other Contracts with the Port Authority and its subsidiaries.

C. Technical Expertise, Experience of Proposer, and the Proposer's Capability to Meet the Requirements of this RFP, including but not limited to items such as:

- The extent to which the Proposer, and the managerial and supervisory personnel proposed to be dedicated to this program have experience in implementing and

entitled "Sales or Compensating Use Taxes" in the "Standard Contract Terms and Conditions", does not apply to these taxes.

L. Additional Proposer Information

Prospective Proposers are advised that additional vendor information, including, but not limited to forms, documents and other information, including protest procedures, may be found on the Port Authority website at:
<http://www.panynj.gov/DoingBusinessWith/Contractors/html/other_info.html>.

2. SCOPE OF WORK

The full Scope of Work is set forth in detail in Attachment B and Exhibit A.

3. PROPOSER PREREQUISITES

The Proposer shall be certified by the Port Authority as a NY or NJ Small Business Enterprise (SBE), as defined in Attachment B, Part IV, Section I of the Standard Contract Terms and Conditions, in the Janitorial Maintenance Program category by the day before the Proposal Due Date. Further, the Proposer shall be pre-qualified by the Port Authority to propose on General Cleaning Contracts with an estimated annual value over $1,800,000.

It should be noted that a determination that a Proposer meets the prerequisites is no assurance that the Proposer will be deemed qualified in connection with other proposal requirements included herein. No joint ventures will be acceptable for this proposal.

4. FINANCIAL INFORMATION

The Proposer will be required to demonstrate that it is financially capable of performing the Contract resulting from this RFP ("Contract"). The determination of the Proposer's financial qualifications and ability to perform this Contract will be in the sole discretion of the Port Authority. The Proposer shall submit, with its proposal, the following:

A. (1) Certified financial statements, including applicable notes, reflecting the Proposer's assets, liabilities, net worth, revenues, expenses, profit or loss and cash flow for the most recent year or the Proposer's most recent fiscal year.

(2) Where the certified financial statements in (1) above are not available, then either reviewed statements from an independent accountant setting forth the aforementioned information shall be provided.

Where the statements submitted pursuant to subparagraphs (1) and (2) aforementioned do not cover a period which includes a date not more than forty-five days prior to the Proposal Due Date, then the Proposer shall also submit a statement in writing, signed by an executive officer or his/her

Approved Products List- Environmental Protection Supplies

I. Aid to Proposers

As an aid to Proposers in determining the appropriate amount of materials required in the performance of this Contract, the Port Authority provides the following historical data on approximate annual materials usage. The Port Authority makes no representation, guarantees or warranties that the estimated amounts of materials or numbers provided herein are accurate or complete, or that they will constitute the amounts of materials required to be furnished under this Contract and, in addition, shall not be responsible for the conclusions to be drawn therefrom.

Item	Cases Per Year	Count Per Case
Plastic Trash Bags Small	200	250
Plastic Trash Bags Large	500	150
Seat Covers	350	20 Pack
Hand Soap	500	10-1 Liter
Toilet Tissue	200	12
Paper Towels	1000	12

J. Union Jurisdiction

Proposers are advised to ascertain whether any union now represented or not represented at the facility will claim jurisdiction over any aspect of the operations to be performed hereunder and their attention is directed to the Section of this RFP entitled "Harmony" included in the Standard Contract Terms and Conditions.

K. City Payroll Tax

Proposers should be aware of the payroll tax imposed by the:

a. City of Newark, New Jersey for services performed in Newark, New Jersey;
b. City of New York, New York for services performed in New York, New York; and
c. City of Yonkers, New York for services performed in Yonkers, New York.

These taxes, if applicable, are the sole responsibility of the Contractor. Proposers should consult their tax advisors as to the effect, if any, of these taxes. The Port Authority provides this notice for informational purposes only and is not responsible for either the imposition or administration of such taxes. The Port Authority exemption set forth in the Section of the RFP

accepted or by execution of an agreement covering the subject matter of this RFP signed by authorized representatives of the Port Authority and the Proposer. No other act of the Port Authority, its Commissioners, officers, agents, representatives, or employees shall constitute acceptance of a proposal. Rejection of a proposal shall be only by either (a) a notice in writing specifically stating that the proposal is not accepted, signed by an authorized representative of the Port Authority and mailed to or delivered to the Proposer at the office designated in the Proposal, or (b) omission of the Port Authority to accept the proposal within 180 days after the Proposal Due Date. No other act of the Port Authority, its Commissioners, officers, agents, representatives or employees shall constitute rejection of a proposal.

G. Pre-Proposal / Site Inspection

A Site Inspection is scheduled for May 31, 2007 at 10:00 AM. All interested Proposers should meet at JFKIA, Building 14 Lobby.

A Site Inspection allows Proposers to tour and physically inspect the actual site(s) of work prior to the submission of proposals. No questions will be taken during a site inspection.

Attendance is strongly recommended. Information conveyed may be useful to Proposers in preparing their proposals and Proposers not attending assume all risks which may ensue from non-attendance.
Attendees interested in attending should RSVP to Jeffrey Agoglia at (718) 244-3622 no later than 12 noon (EST) of the business day preceding the scheduled date(s) to confirm their attendance and/or receive traveling directions.

H. Available Documents

Certain documents, specified below, will be made available for examination by Proposers at the Site Inspection.

These documents were not prepared for the purpose of providing information for Proposers on this RFP but they were prepared for other purposes, such as for other contracts or for design purposes for this or other contracts, and they do not form a part of this RFP. The Port Authority makes no representation or guarantee as to, and shall not be responsible for, their accuracy, completeness or pertinence, and, in addition, shall not be responsible for inferences or conclusions drawn therefrom. They are made available to Proposers merely for the purpose of providing them with such information, whether or not such information may be accurate, complete, pertinent or of any value to Proposers.

Said documents are as follows:

Conformed Contract for the Cleaning of Parking Lots and Garages at to John F. Kennedy International Airport Parking Lots and Garages

B. Brief Summary of Scope of Work

The Contractor shall provide janitorial, general cleaning and machine sweeping services as well as snow removal services to John F. Kennedy International Airport Parking Lots and Garages as described herein. All such work shall be performed in accordance with the Specifications in such manner as to afford a high level of performance.

C. Deadline for Receipt of Proposals

The due date specified on the cover page is the Proposal Due Date. Closing of the Proposal Due Date is 2:00 P.M., Eastern Standard Time (EST).

The Port Authority assumes no responsibility for delays caused by any delivery service.

D. Submission of Proposals

One reproducible original (containing original signatures and clearly designated as such) and twelve (12) copies of the proposal must be submitted on or before the due date and time in accordance with the information on the cover page of this RFP and sent or delivered to the address specified on the cover page. Each copy of the proposal as well as the parcel(s) used for shipping must be conspicuously marked with the Proposer's name and address along with the title of this RFP, this RFP number and the Proposal Due Date.

E. Communications Regarding this RFP

All communications concerning this RFP should be directed to the Buyer listed on the cover page. All questions regarding this RFP should be submitted in writing to the Buyer via email at the address listed on the cover page no later than 1:00 p.m. (EST) on June 5, 2007.

The Buyer is authorized only to direct the attention of prospective Proposers to various portions of this RFP so that they may read and interpret such portions themselves.

Neither the Buyer nor any other employee of the Port Authority is authorized to interpret the provisions of this RFP or give additional information as to its requirements. If interpretation or other information is required, it will be communicated to Proposers by written addenda and such writing shall form a part of this RFP.

F. Proposal Acceptance or Rejection

Acceptance shall be only by mailing to or delivering at the office designated by the Proposer in its proposal, a notice in writing signed by an authorized representative of the Port Authority specifically stating that the proposal is

1. INFORMATION FOR PROPOSERS

A. General Information: The Port Authority of New York and New Jersey

The Port Authority of New York and New Jersey ("Port Authority" or "the Authority") is a body corporate and politic created by Compact between the States of New York and New Jersey with the consent of the Congress of the United States. The Port Authority, together with its wholly-owned subsidiaries, provides the region with integrated transportation and trade services and operates facilities in connection therewith, including, but not limited to, three major regional airports, interstate traffic through four bridges and two tunnels, a bus terminal, a bus station, the PATH rapid transit system, the Hoboken-lower Manhattan ferry service, and certain New York-New Jersey port facilities.

The Port Authority is hereby seeking proposals from qualified firms to provide janitorial and general cleaning services for designated buildings, properties and associated areas at John F. Kennedy International Airport Parking Lots and Garages as more fully described herein.

The Port Authority operates and maintains John F. Kennedy International Airport, located in the County of Queens, City and State of New York.

The goal of the Port Authority is to provide the highest quality of cleaning services to all Port Authority customers. This standard shall apply, but not be limited to, the appearance of all areas at John F. Kennedy International Airport Parking Lots and Garages and the appearance of all Contractor's personnel and equipment.

Customer Service Requirements

The Port Authority has established a policy that responsive, respectful and helpful customer service is of the utmost importance in providing service to all its customers. This policy applies to the employees who work for companies under contract with the Port Authority.

The Port Authority will evaluate Proposals from Contractors that can provide the services as described in the Request for Proposals and Form of Contract in a manner befitting a world class airport, dedicated to meeting and exceeding the needs of our customers.. In order to ensure that our Contractors provide excellent performance and superior customer service, the Proposer must clearly demonstrate that it will comply with the performance and customer service standards for this Contract. To provide Proposers with an understanding of the Port Authority's requirements concerning service, attached to this RFP is a listing of Port Authority "Customer Service – Airport Standards Manual" (Attachment E).

H. References
I. Evaluation Procedures and Negotiation
J. Taxes and Costs
K. Most Advantageous Proposal/No Obligation to Award
L. Multiple Contract Awards
M. Right to Extend Contract
N. Rights of the Port Authority
O. No Personal Liability

9. ATTACHMENTS

Attachment A - Agreement on Terms of Discussion

Attachment B – Form of Contract For Facility Services
PART I Contract Description
PART II Specifications
PART III Cost Proposal Form
Exhibit A – Scope of Work – Parts 1 and 2
PART IV – Standard Contract Terms And Conditions

Attachment C – Calculation of Hourly Wage Rate Form

Attachment D – Reserved

Attachment E – Customer Service – Airport Standards Manua

Attachment F – Approved Products List

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THE PORT AUTHORITY OF NY & NJ

PURCHASING SERVICES DIVISION
ONE MADISON AVENUE, 7TH FL.
NEW YORK, NY 10010

REQUEST FOR PROPOSALS

TITLE: **GENERAL CLEANING AND MACHINE SWEEPING AT JOHN F. KENNEDY INTERNATIONAL AIRPORT PARKING LOTS AND ASSOCIATED AREAS**

NUMBER: 13304

SUBMIT PROPOSALS BEFORE THE DUE DATE AND TIME TO THE ABOVE ADDRESS

PROPOSAL DUE DATE:	**June 12, 2007**	**TIME: 2:00 PM**
QUESTIONS SHOULD BE SUBMITTED BY:	**June 5, 2007**	**TIME: 1:00 PM**
SITE VISIT:	**May 31, 2007**	**TIME: 10:00 AM**
BUYER NAME:	**Kathy Leslie Whelan**	

PHONE#: (212) 435-3929
FAX#: (212) 435-3959
EMAIL:kleslie@panynj.gov

I. M/WBE PLAN

While CRISTI is classified as an SBE and WBE we still feel it is important to have a subcontracting plan in place for future use.

We anticipate satisfying our small/small disadvantaged business subcontracting goals by aggressively pursuing qualified concerns providing the following types of supplies and services.

- Business Equipment and Supplies
- Equipment, supplies and materials for janitorial services
- Maintenance and repair service

H. ACCEPTANCE OF STANDARD CONTRACT TERMS AND CONDITIONS

We have studied Attachment B, Standard Contract Terms and Conditions governing the Contract and are in full agreement.

We take no exception to the states Terms and Conditions

This communication should be initialed by you and annexed to your bid/proposal upon submission.

In case any bidder/proposer fails to conform to these instructions, its bid/proposal will nevertheless be construed as though this communication had been so physically annexed and initialed.

THE PORT AUTHORITY OF NY & NJ

JANE CETERKO, MANAGER
PURCHASING SERVICES DIVISION

BIDDER'S/PROPOSER'S FIRM NAME: CRISTI CLEANING

INITIALED: M

DATE: 06/12/07

QUESTIONS CONCERNING THIS ADDENDUM MAY BE ADDRESSED TO KATHY LESLIE WHELAN, WHO CAN BE REACHED AT (212) 435-3929.

Question # 9
On page 5 of Exhibit A, Night Garage Sweeping: Are the 810's being used here?
Answer:
Yes

Question # 10
What is the proper protocol at this account for relief; i.e. meal breaks, etc?
Answer:
All station work must have adequate relief coverage. The Proposer should submit his plan as part of their RFP submittal.

Question # 11
Is there a radio system on site with repeater and hand held radios? If so, who owns it / responsible for this? Or is the entire communication set up with nextels only?
Answer:
There is a repeater system on site and hand held radios are part of this system. The incumbent Contractor owns the system and is responsible for it. All Proposers should submit as part of their proposal, a plan for communications.

Question # 12
Which party is responsible for the cost on SIDA training thru the contract period?
Answer:
See Letter D above.

Question # 13
The RFP document specifies a minimum hourly wage of $11.64 for cleaners and $13.99 for supervisors. The cleaners currently make $11.78 plus all benefits, which equals $14.29 per hour. The Supervisors currently make $14.25 plus all benefits, which equals $16.62 per hour. Please clarify.
Answer:
The wages that are set in the RFP document are minimum wages. Refer to pages 13 – 17, Section 10, Wages and Supplemental Benefits, subparagraph E.

Question # 14
We understand that Local 348 is at the facility. They have not responded to our efforts to contact them. Do you have any information on the medical plan and associated costs for their plan?
Answer:
See attached for health care package that Local 348 offers to their membership. The costs associated with this plan are $300.00 per month.

Question #3
On page 5 of Exhibit A, Night Garage Sweeping, Do you require two (2) or four (4) sweeper operators per shift?
Answer:
Two operators are required. One operator is required for the blue and yellow garages and one operator is required for the red and green garages.

Question # 4
Do the drains go to an approved catch basin or does the water have to be reclaimed for the high temperature and pressure washing in the taxi area?
Answer:
There are no chemicals to be used while cleaning this area. The water may go into the drains.

Question # 5
Who is responsible for the cost on Contractor Identity Check/Background Screening? Is there a Port Authority approved vendor?
Answer:
The Port Authority will assume all costs if identity/background screening is required. The Contractor will be reimbursement at net cost under extra work. Please note that the Port Authority will only reimburse for Contractor's employees that pass this check. Currently the vendors that the Port Authority is using are Sterling Testing and Seas/RTV.

Question # 6
On page 25 of Attachment B, Cleaning Equipment List: You mention the need for 300 feet of high-pressure discharge hose. This sounds like fire hose. Please confirm. Need to know the diameter of the hose required, what we will be connecting to, the type of coupling threads for the hose, cotton jacket vs. synthetic hose recommended? The requirement / use of this hose will also dictate the end piece required for proper discharging.
Answer:
See Letter C above.

Question # 7
On page 4 of Exhibit A, Afternoon Machine Sweeping: How many bodies required? Not specified.
Answer:
The Proposers should submit the number of staff proposed as part of their RFP submittal. Refer to page 31 of Attachment B, Section S13, Contractor's Vehicles – Parking – Licenses. The Port Authority requires one F series Elgin Eagle sweeper

Answer # 8
On page 5 of Exhibit A, Night Machine Sweeping: How many bodies required? Not specified.
Answer:
The Proposers should submit the number of staff proposed as part of their RFP submittal.

E. **Page 25 of Attachment B, Paragraph S9, Materials, Supplies, Equipment, subparagraph B., 7th item on list: delete the word "discharge".**
F. **Pages 37-43 of Attachment B, Part III, Cost Proposal Form, Delete these in their entirety and replace with the attached labeled, Attachment B, Part III, Cost Proposal Form Revised 6/6/7.**
G. **Page 2 of Exhibit A, Routine Cleaning, Section C, line two: Insert the words "in each of the lots listed below," between "...one cleaner per shift..." and "...seven days per week..."**
H. **Page 5 of Exhibit A, Night Garage Sweeping, second paragraph, line two, last word: Change word from "Blue" to "Red".**

For Informational Purposes Only
Current payroll records, which include the hire dates of the employees currently assigned to this contract, are attached.

QUESTIONS & ANSWERS

The following information is made available in response to questions submitted by Proposers to the Port Authority. It addresses only those questions, which the Port Authority of NY & NJ has deemed to require additional information and /or clarification. The fact that information has not been supplied with respect to any questions asked by a proposer does not mean or imply, nor should it be deemed to have any meaning, construction or implication with respect to the terms and provisions of the RFP which will be construed without reference to such questions.

Question # 1

Will the Port Authority provide office space and parking permits for the trucks when they are not being utilized on shift?

Answer:

Office space is available as well as non-exclusive locker room facilities and restrooms. Refer to page 33, Section S16, "Space Provided the Contractor". All vehicles specified in the document that are used exclusively on site during its tour of duty, shall be permitted to be stored at the facility. There shall be two (2) vehicle spaces available for parking of the Contractor's vehicles after tour duties. Refer to page 31, Section S13, "Contractor's Vehicles – Parking – Licenses".

Question #2

Regarding staffing that is dedicated by station, can we use this staff to cover other stations or must they remain in those designated areas throughout the shift?

Answer:

Station workers must remain dedicated to the stations that they are filling. They may not be utilized to cover other stations, perform project work or any other duties while assigned to a station.

THE PORT AUTHORITY OF NY & NJ

THE PORT AUTHORITY OF NEW YORK & NEW JERSEY
PURCHASING SERVICES DIVISION
ONE MADISON AVENUE 7TH FL.
NEW YORK, NY 10010

Date 06/07/2007

ADDENDUM #1

To prospective bidders/proposers on bid/RFP # 13304 for General Cleaning and Machine Sweeping at John F. Kennedy International Airport Parking Lots and Associated Areas

☒ Due back on June 19, 2007, no later than 2:00PM

☒ Originally due on June 12, 2007, no later than 2:00PM

The following changes are hereby made in the documents:

A. **This Proposal is hereby postponed until June 19, 2007. Proposal are due back on this date no later than 2:00PM.**
B. **Page 13 of Information for Proposers, Section F. Proposal, Paragraph 4, Staffing Management, subparagraph b), line six: delete the word "average".**
C. **Delete page 19 of Information for Proposers, Attachment A, in its entirety and replace it with the attached labeled Attachment A, Revised 6/6/7.**
D. **Page 22 of Attachment B, Paragraph S5 – Personnel Requirements, add the following language:**

> **"Thirty (30) days prior to the start of Work hereunder, the Contractor shall submit to the Manager a completed typewritten John F. Kennedy International Airport A.O.A. Security identification Card Application for each Manager and Supervisor performing services under this Contract. No Supervisor or Manager will be allowed to perform under this Contract unless such personnel have been approved, in advance, by the Port Authority upon the Contractor's successful completion of a background check for the immediate past consecutive ten (10) years for such personnel, and until such personnel have attended a three hour Security Identification Display Area (S.I.D.A.) class given by the Port Authority at the Facility. The cost of the attendance by the Contractor's personnel at the S.I.D.A. class as described in the immediately preceding sentence, shall be included in the Contractor's Annual Lump Sum Price."**

PS11All

G. ACKNOWLEDGMENT OF ADDENDA

We acknowledge the receipt of all addendums to this procurement

F.4.C Wages and Benefits Adjustment

Cristi will adjust W.B. during the life of the contract, according to the RFP # 13304 under Part 1 Contract Description #2 Duration / Escalation.

F.4.D Training and Health Benefits Program

Please refer to F.3.C Training Plan and see the attached book "Local 348 – Health and Welfare Fund" for the health benefit program.

Information Related to Contract Requirements

Please refer to F.3.D "Technical Expertise and Experience"

F.4.E Identity Check / Background Screening Plan

Cristi is aware of the importance of security at J.F.K facility. Our manager, supervisors and headquarters key personnel performing services at JFK have successfully completed a background check and attended a three hours Security Identification Display Area (SIDA) Class. All background checks on new employees will go back ten years at a minimum. Background checks will be done by a third party use by Cristi to all our locations. Our Human Resources Department is charged with the responsibility of contacting former employees and other references prior to hire.

Company Identification

All employees of CRISTI are required to have and display ID Cards while in PA premises. The card prominently displays the employee's name, our company name and can include any other information that the PA might require.

Time Period

We expect to receive reports on the background checks no more than two weeks after submitting the information.

For Example Only

Cristi Cleaning Service Corp
JFK International Airport - Parking Lots
Wage and Benefit Statement
June 1st 2007 to June 30th 2007

	Regular Workers	Supervisors	Managers
Wages			
Straight-Time Wages	$0.00	$0.00	$0.00
Supplemental Benefits			
Sick,Vacation and Holiday	0.00	0.00	0.00
Health/Welfare	0.00	0.00	0.00
Union Dues		0.00	0.00
Wages & Supplemental Benefits Combined	$0.00	$0.00	$0.00
Hours	0.00	0.00	0.00
Calculated Average Hourly Wages & Supplemental Benefits	0.00	0.00	0.00
Contract Requirements	12.58	17.79	
Differential	($12.58)	($17.79)	
Amount due	$0.00	$0.00	

increase each affected employee's salary a pro-rated amount in order to cover the deficiency. This would be in addition to any increase(s) mandated by law and would continue until each affected employees has received the full benefits due to him or her. Ours is a company with highly dedicated employees and we take great care to ensure that all pay and benefits are at or above those mandated by relevant laws and regulations.

Employee Retention Plan

Cristi Cleaning Service's staff turnover on contract of this magnitude is virtually non-existent. We are offering a decent wage, fair benefits, job security , bonus, incentive and award programs based on performance, and the most important and effective training in the industry will be provided to all employees, all these factors will attact and retain the most qualified and experienced personnel.

F.4 STAFFING MANAGEMENT

F.4.A Wage Rate

Cristi is the current contractor at the facility with wages and benefits set for specifically at this site. If Cristi is awarded with the new contract under no circumstances our employees will suffer any diminution in wage rate and benefits.

F.4.B Wage/Benefit Compliance Plan

It has always been the philosophy of Cristi Cleaning Service to look for better ways of rewarding our work force in a competitive industry where salaries and benefits are not always the best available. Cristi Cleaning Service understands very strongly the disre of the Port Authority to help small businesses grow and give the opportunity to offer better wages to our employees. We do not possibly contemplate on not providing our personnel with the wages and benefits they are entitled to. Our wage and benefit plan is overseen by the company President, Vice President and Office Administrator. Wages and benefits are reviewed on a weekly basis, with records available for customer review upon request to ensure compliance with prevailing wage and benefit rates. Since we have started performing services for the Port Authority, our compliance record in this function is impeccable and one that we are proud of providing our personnel.

Self-Assessment Plan

On a monthly basis, we will produce the attached sample wage and benefit statement. The statement and supporting documentation will ensure compliance with the wage and health supplemental benefits as per the contract. Should we, for any reason, be found delinquent and/or responsible for having underpaid any employee as pertains to wages, benefits, pension plans, or other employee incentive programs, we would immediately

Utilization of Computers in Scheduling, Reporting, etc.

Cristi Cleaning Service has been, for a number of years, utilizing computer programs for scheduling, reporting and maintenance of all our financial records. Additionally, our quality assurance program is completely computerized to remove any individual interpretation of performance, which quantifies the highest standards of performance. The computerized results of this program highlight areas that may need remedial measures so that all supervisory staff may be proactive in their scope of operation.

Our system is designed to help quickly set up standards procedures for our company. It allows us to hold a complete schedule of project work throughout the year. Work calendars are used by the program to show which days are available at a particular job. It gives us the opportunity to add, change or delete information pertaining to any project. This enhances our ability to be more flexible with any inconsistencies that may arise throughout the term of the contract.

Cristi Cleaning Service is a well-respected, highly successful building services company that has the knowledge, expertise, financial wherewithal and drive to ensure successful performance of all the requirements the Port Authority is requesting in its solicitation. We are currently performing other contract for the Port Authority, therefore, it is common knowledge with this agency that we are extremely capable of making this contract succeed and in many instances will even exceed all expectations. We are a local company, well-established, with the vendors, financing, personnel, skills and knowledge to ensure *Total Client Satisfaction* in all aspects of performance. We appreciate the opportunity to participate in this procurement effort and believe completely that we are the logical choice for award of this contract.

CRISTIL CLEANING SERVICE

Port Authority

Customer

Care

BEST PERFORMANCE

Cleanliness, Condition and Functionality

Award Winner

May 2006

LGA

Management of Cleaning in Similar Facilities

JOHN F. KENNEDY INTERNATIONAL AIRPORT

PLACE OF PERFORMANCE: JFK AIRPORT PARKING LOTS, NY
CONTACT: JEFF AGOGLIA
718-244-3652
E-MAIL ADDRESS: JAGOGLIA@PANYNJ.GOV
WORK PERFORMED: CUSTODIAL SERVICES OF PARKING LOTS
DATE COMPLETED: 6/1/01 TO 5/31/07
PRICE: 2,400.000.00

LAGUARDIA AIRPORT

PLACE OF PERFORMANCE: LAGUARDIA AIRPORT PARKING LOTS, NY
CONTACT: ROBERT BARNES
718-533-3483 TEL
E-MAIL ADDRESS: RBARNES@PANYNJ.COM
WORK PERFORMED: PARKING LOT CLEANING AND POLICING
DATE COMPLETED: 11/1/01 TO 10/31/07
PRICE: 1,800.000.00

JOHN F. KENNEDY INTERNATIONAL AIRPORT

PLACE OF PERFORMANCE: JFK AIRPORT BUILDING 14
CONTACT: DAVE HOLT
718-244-3556
WORK PERFORMED: GENERAL CLEANING SERVICES
EMAIL ADDRESS: DHOLT@PANYNJ.GOV
DATE COMPLETED: MARCH 2003 TO DATE
PRICE: 1,800.000.00

LAGUARDIA AIRPORT-MARINE AIR TERMINAL

PLACE OF PERFORMANCE: LAGUARDIA AIRPORT-MARINE AIR TERMINAL
CONTACT: ROBERT BARNES
718-533-3483
E-MAIL ADDRESS: RBARNES@PANYNJ.COM
WORK PERFORMED: GENERAL CLEANING SERVICES
DATE COMPLETED: 08/01/07 TO 08/01/2010
PRICE: 3,944.263.00

AVPORTS TETERBORO AIRPORT

PLACE OF PERFORMANCE: TETERBORO AIRPORT, NJ
CONTACT: JOHN PANARELLO, MANAGER (201) 288-1775
WORK PERFORMED: GENERAL CLEANING SERVICES
DATE COMPLETED: 03/01/2007 TO 02/28/2010
PRICE: 4,323.90

F.3.D Technical Expertise and Experience

Cristi Cleaning Service has been performing these services for the last past nine years with excellent performance and customer relations. Cristi has in place methods, plans and procedures to ensure world-class services of all general cleaning requirements for JFK International Airport. We understand the solicitation and the level of service desired by the Port Authority and we are fully prepared to provide not only successful, but highly superior performance in all facets of this contract. We are dedicated, experienced, capable and highly successful in our field and believe that these attributes provide all for our clients with outstanding service, superior performance to that provided by most contractors in this field. We firmly believe that our proposed staffing including wages, supplemental benefits, holidays, vacations sick and personal days plus all the equipment proposed will enable us to function in a manner that will enhance the appearance of JFK International Airport and will provide superior level of surroundings for the travelers, visitors and employees who are in the airport on a daily basis. We have been performing to this level, as the Port Authority well knows, and fully intend to continue our history of excellence performance on this contract. Our manager, supervisors and headquarters key personnel performing services at JFK have successfully completed a background check and attended a three hours Security Identification Display Area (SIDA) Class. In case of breakdown or time for services, Cristi will have available 1 extra Elgin and 1 extra air cub at all times. We propose a full time mechanic on duty with the flexibility to move him to different shifts. This is especially important in the wintertime when snow will without a doubt cause the breakdown of equipment. We also understand the importance to differentiate between the levels of responsibilities of our employees, for example sweeper drivers who operate machines with very high technology require a CDL License. Due to this extra precaution training, we propose to pay a salary differential.

Professionalism and Appearance of Staff

As representatives of CRISTI and in keeping with our corporate policy, our employees' professional image is regarded as another facet of the total service product we provide our customers. All of our employees and subcontractors (if required) personnel will be required to conduct themselves in a professional manner, and develop a congenial working relationship with tenants, visitors, and other subcontractors (if required) at the PA Facility. When the janitorial, supervisor/managerial personnel report to work each day, a presentable appearance will be expected. Good grooming and personal hygiene will be stressed and enforced. The janitorial and utility staff will be expected to keep their uniforms in good conditions and regularly laundered.

Uniforms

Although one cannot put a value on image, its importance cannot be questioned. CRISTI recognizes that to obtain new business and maintain current business we must provide a professional image to our customers, such as the PA, as well as the public. The way CRISTI employees look can add or deter greatly from that image. CRISTI has entered into an agreement with a nationwide uniform company to provide us with professional uniforms for each job classification.

well defined. We are going to need a program which will be specific and achievable. One of the major goals of this program for the Port Authority will be focused on customer courtesy and responsiveness. This program will include, as a minimum, attitude, appearance and knowledge, but we will also take into consideration the following items:

- Attendance
- Punctuality
- Neatness
- Quality
- Productivity
- Safety
- Teamwork
- Training participation

Awards and bonuses for superior customer service may be presented to:

- Employee of the month
- Crew of the month
- Employee of the year

This award, bonus and recognition program allows us to reward employees who represent not only Cristi Cleaning Service, but also the Port Authority in the best possible light to the travelers and visitors who will pass through J.F.K International Airport.

Job Enrichment

Our policy is to make the employee realize that the job and the individual are very important in the performance of the overall contract. We will encourage our supervisors to praise individuals for a job well done and to stimulate independent thinking among their staffs, promoting job efficiency.

advertisements in local area newspapers. The second tier of our recruiting approach focuses on continuous recruitment efforts. We continually advertise for qualified personnel. The resumes we receive make up a pool of qualified personnel that we maintain on file for future recruitment.

Screening and Selection

CRISTI emphasizes the importance of screening and selection when recruiting and hiring personnel. We believe that by using our initial screening process we ensure a quality and professional work force. This work force provides the highest quality performance. Professional interviewers screen applicants. We follow up with detailed reference checks. Screening includes a background check done by a third party.

Orientation and Start-Up

To further ensure superior performance, CRISTI's Human Resources specialists present all personnel with a two-day orientation session. On the first day, the orientation session allows CRISTI to present a general overview of the company. The specialists discuss what is expected of the employee and what the employee can expect from CRISTI. Particular attention is paid to reviewing our Employee Handbook. On the second day, the specialists will present a project-specific orientation. Topics discussed will include safety, quality and security.

Awards, Bonuses and Recognition Programs

In addition to the items discussed (wages and supplemental benefits), we also provide our personnel with an incentive plan. The elements of a successful incentive plan include careful planning, consistent execution and regular review. Goals should be realistic and

Payroll Processing

The Project Manager who submits time records to our Payroll Department on a weekly basis prepares information relating to payroll. All payroll records will be made available to the PA if required to assure compliance with the contract.

A time sheet located in the facility management office and at the PA facility will be used to keep an accurate accounting of actual arrival and departure times of all non-supervisory personnel to determine punctuality. Time Sheets will be checked to monitor attendance and to keep track of any overtime hours being expended. Frequent tardiness will not be accepted and individuals abusing work-reporting requirements will be counseled whenever a tardiness or early departure pattern begins to appear.

Recruitment Procedures

CRISTI will use a two-tiered approach to recruiting qualified, dedicated and professional personnel. The objective of our recruitment plan is to identify and hire personnel with the broadest capability and experience. At the management level, this provides a broad spectrum of expertise that can be used to enhance contract performance. At the working level, this allows CRISTI to assemble a permanent core staff to perform all requirements.

The first tier of our recruiting approach focuses on initial recruitment efforts. During this time we use various recruiting techniques to identify the most qualified personnel. Our first technique involves examining our employee files to determine our ability to transfer current employees working at other projects. Our second technique involves examining our Human Resources files to find any personnel who can be used on the project. Our third technique involves placing

- Provide businesslike replies to inquiries and requests
- Perform all duties in an orderly and professional manner
- Follow-up on questions promptly

These are the building blocks that Cristi Cleaning Service utilizes for our personnel in order to ensure success. We fully realize that our personnel, in the performance of their duties, are seen by the public on a daily basis and that they must, at all times, represent both our company and our client in the most professional manner possible. Therefore, our own, internal goals fall directly in line with the goals of the Port Authority in its initiative(s) to enhance and provide world class customer service.

As part of our intensive training program which covers not only cleaning basics, but safety, health, environmental concerns and other items which affect custodial personnel on a daily basis, we also provide training in customer relations and customer service. As a service company, we firmly believe that first appearances, as well as continuous superior service, are items that have allowed us to grow and prosper since our beginnings in 1980.

The training we will provide all of our assigned personnel will encompass, first and foremost, the Customer Service Airport Standard Manual of the Port Authority. Our personnel will be informed that they are expected to not only know those standards, but that they are to live up to them in the day-to-day performance of their assigned duties. We will stress attitude, appearance and knowledge as they apply to both the Port Authority Standards and the daily performance of their jobs.

Corrective Action Inspection

These inspections are obviously performed in instances where performance is, or was, substandard to ensure that the service has been corrected in accordance with all specifications. These inspections are logged as they are performed, with the final inspection report being forwarded to the Project Manager for review and filing. These records are important as they enable us to see if and where there may be trends of poor or non-performance happening, enabling us to take the proper corrective action necessary to alleviate the problem.

Our Project Manager and Supervisors will perform inspections on a daily basis for work both in progress and which has been completed. These inspections will be performed by walk-throughs throughout the facility. Each of these individuals will have the complete authority to direct corrections to any deficiencies found during their inspections.

Customer Service Initiatives and Implementation

The success of Cristi Cleaning Service depends upon the quality of the relationships between our company, our employees, our customers, our suppliers and the general public. Our customers' impressions and their willingness to deal with us is greatly formed by the people who serve them. In other words, regardless of position, every company employee is a direct representative of our company. In that sense, the more goodwill promoted by each employee, the better received that our services are. We insist on a number of steps/directives for each employee to utilize to help promote the image of our company and, in conjunction with that, the image of the clients for whom we provide services. Those steps/directives are:

- Act competently and deal with customers in a courteous and respectful manner
- Communicate pleasantly and respectfully with customers and other employees at all times
- Take great pride in your work and enjoy doing your very best

cleaning, extraordinary cleaning and snow removal and/or flood response would be inspected as performed.

Periodic Inspection

This method is used when work is being performed on a frequent and/or continuous basis (i.e. station work). This method is especially effective when evaluating repetitive work. Checklists are used to identify what to look for during the inspection and to provide a method for determining whether the work in progress, or the completed work is acceptable or unacceptable. The acceptability of performance is based on the number of checklist items that do or do not meet the stated standards.

100% Inspection

This method would be used when services demand a close examination of all work requirements compared against defined specifications during a pre-determined performance period. This method is especially effective in instances where requirements are critical (i.e. safety, appearance, etc.) And when inspection of specific items is practical. This method would not be utilized for overall performance in this contract as there are many ongoing services being performed repetitively throughout the airport's operating hours.

Visual/Spot Inspection

This method is probably the most important method we would use on this contract. It allows us to ensure that work is being performed to standard; enables on-the-spot corrections as directed by the inspector; can be utilized throughout one working shift to inspect a large service area; would always be unscheduled to ensure personnel are aware that their performance may be inspected at any given time, day or night; and enables our supervisory personnel to maintain constant awareness of the condition of the facility at all times.

- Upcoming schedules are reviewed and compared to preceding schedules to ensure that all scheduled services are complete, or re-scheduled if not up to desired standards; to plan and coordinate actions necessary to prevent any diminishing in quality levels; and to discuss methods of improving the quality of services being provided.
- Systems are developed which can pinpoint "potential" problems and/or problem areas before they become "actual" problems
- Files will be maintained in the Project Manager's office of all inspections conducted and the corrective actions, if any, taken. These files will be maintained throughout the length of the contract and be made available for Port Authority inspection upon request.

The above quality control procedures will apply to the full range of functions and activities within the scope of work as outlined in the solicitation and contract and are designed to provide an accurate, timely measurement of our performance.

Quality Control Inspection System

Our quality control inspection system is designed to detect and correct minor deficiencies before they become full-blown problems. Additionally, it establishes protocols for detecting, identifying and documenting discrepancies; providing corrective action(s) in a timely manner; and preventing recurrence of deficiencies. We manage this through the utilization of various types/methods of inspection. Specifically, the types of inspections our personnel will perform for this contract include:

Random Sampling

This inspection method is used as an inspection technique when the work being checked is repetitive and sufficiently voluminous to make scheduled, 100% inspection impractical. This type of inspection would be used primarily for those services which are performed daily such as the majority of station services, routine services, etc. Periodic

- Performed using industry acceptable methods, equipment and procedures
- Inspected to identify the level of service provided
- Documented every step of the performance period

Quality Control Procedures

Our quality control program embodies high standards of management and systematic quality control methods that have been continuously improved during Cristi Cleaning Service's 27 years in the janitorial / custodial business. Our built-in quality control procedures ensure surveillance and analysis as integral parts of total contract performance and create quality standards through the assessment of specific tasks required in each contract area.

By necessity, this program must be dynamic and flexible in order to adjust to changing requirements during the execution of the contract. The following procedures will ensure that all services required under this contract are provided at a satisfactory level of performance:

- Formal inspections of the entire facility conducted by our Project Manager, and Supervisors daily to ensure services are being performed completely, correctly and consistently
- The use of checklists for inspections to ensure comprehensive coverage of requirements
- Formal inspections on a monthly basis, at a minimum, by our corporate Vice President of Operations
- Project Manager, and Supervisors will conduct quality meetings on a regularly scheduled basis with assigned personnel to review and discuss: The results of performance, inspections, corrective actions, schedules and assignments for the preceding period; goals, strategies and objectives for the upcoming period; and potential problems and/or obstacles which may affect the achievement of higher standards, or which may potentially contribute to diminishing quality.

- Maintain quality assurance/quality control program files and records
- Recommend action to correct defects
- Monitor and inspect contract records
- Coordinate quality matters with corporate personnel

The Project Manager will be supported by our corporate quality assurance department, under the direction of Mr. Ricardo Lopez, as stated previously. This department provides technical support on quality issues and performs periodic quality audits of the program.

Contract Employees

It is imperative that all Cristi Cleaning Service employees pay close attention to quality workmanship. Therefore, all employees on the cleaning contract assigned to J.F.K International Airport will have the following responsibilities:

- Deliver services only in accordance with contract specifications, approved safety practices, work methods and procedures
- Report improper or unsafe conditions and practices immediately to a supervisor
- Undertake no job that is not fully understood
- Make suggestions to supervision for the improvement of quality and quantity of services provided
- Attend quality control meetings as directed

Quality Control Policies

Cristi Cleaning Service's quality control program provides management with comprehensive, objective evaluation of staff and support capability. The purpose of our program is to ensure that, on a regular and routine basis, all services are:

- Performed on schedule and to the complete satisfaction of our client
- Performed in a manner which constantly improves quality levels

Quality Assurance Organization

Overall quality assurance for this contract will fall primarily under the auspices of the Project Manager on-site. He will be directly assisted in this aspect of the contract by our supervisors, all of who will conduct regular inspections and audits of performance and meet with Port Authority representatives on a regular basis to discuss quality assurance issues. He will meet also on a scheduled basis with the supervisors to discuss the results of inspections and methods for correcting deficiencies. He will have complete corporate support in all decisions regarding corrective action including personnel training, changes, obtaining additional resources and responding to customer requests. The Project Manager will report directly to our corporate Vice President, who will have ultimate responsibility for quality assurance of this contract at the corporate level. Additionally, our Vice President, Mr. Ricardo Lopez will have ultimate responsibility for training personnel as it pertains to this contract.

Project Manager Quality Assurance Responsibilities

- Review contract requirements to ensure that they are precise, clear and complete
- Ensure that quality control policies and procedures are consistent with Port Authority mandates
- Formulate, administer and modify our on-site quality control plan to deal with site-specific requirements and procedures
- Initiate and maintain lines of communication on contract quality policies, procedures and actual performance with the designated Port Authority representative
- Act in an advisory role on-site for all quality assurance matters
- Conduct required quality control audits & submit reports to company headquarters
- Conduct inspections of all custodial activities to ensure compliance with contract specifications

OSHA Compliance

CRISTI agrees that all work performed by or at the direction of CRISTI hereunder shall be performed in compliance with all laws and with the requirements of the Occupation Safety and Health Act of 1970. CRISTI shall be fully responsible for the safety and health of all persons engaged by CRISTI; and all safety training related to OSHA regulations safety, universal precaution, etc.

Employee Motivation and Incentive Programs

All CRISTI employees are constantly motivated by their immediate supervisors to perform in an excellent manner. Incentive programs are used to encourage high quality performance, good attendance and good work habits. We have developed a system of awards that are made to those that are recommended by a supervisor. The reward naturally depends on the importance of the task and the employee's reaction to it.

Quality Assurance Plan and Customer Service Initiatives

Cristi Cleaning Service's quality assurance plan for the General Cleaning Services at J.F.K International Airport applies to all services we will provide under this contract. Our plan is designed to ensure:

- Compliance with the requirements of the contract
- Quality workmanship in all areas
- Clear, precise, complete and appropriate work instructions
- Timely correction of identified deficiencies
- Procedures for preventing recurrence
- Complete customer satisfaction

to ***Tenant Alteration Application (TAA) Procedures and Standards Guide*** reviews and subsequent addenda.

- All Airport Partners must adhere to the Airport Rules and Regulations.

Customer Service Standards are being implemented at Port Authority airports facilities, and are reviewed regularly against best industry practices to improve customer satisfaction. These standards have been identified through extensive consumer and industry research including customer surveys, mystery shopping, facility quality assurance reviews, focus groups and data gathered for the Port Authority.

Due to modifications, either through addition or deletion, standards numbering may be different from the previous edition. Also, this edition of the manual includes a designation at the end of each of the standards indicating whether the standard is a high or routine priority. High priority standards typically require capital intensive or long-term solutions or they may result in life-safety issues. Routine priority standards are common issues that usually relate to cleanliness, maintenance or conditional items. All standards of Employee Attitude, Appearance, Awareness and Knowledge are considered routine in nature.

Immediate Action Items

Certain aspects of the Mystery Shopping and Facility Quality Assurance Review process are deemed to be ***"Immediate Action Items"***, requiring immediate attention. These items include:

- **Safety and Security concerns**
- **Rudeness / indifference to customers**
- **Excessive disrepair**

If mystery shoppers/inspectors witness any of these conditions they will immediately notify the proper airport contacts. For EWR, call 973-961-6154, for JFK, call 718-244-8158 and for LGA, call 718-533-3700.

Airport Performance Measurement Program (APMP)

I. SERVICE COMMITMENT

The Airport Performance Measurement Program (APMP) provides the framework outlining the process that encourages actions and a commitment to customer service regardless of who provides the service. More specifically, the APMP is designed to:

1) Recognize "Satisfactory" performance by Partners who continue to improve customer satisfaction.

2) Provide a useful management tool to identify to Partners the areas that "Need Improvements".

3) Monitor actions taken to address deficiencies in a timely manner.

All airport employees are responsible for upholding the Airport Standards Manual (ASM) - Customer Service Standards and The Port Authority and its Partners are responsible for adopting these standards and implementing them within their respective service areas. It is suggested that all partners attend an annual briefing session with the Port Authority to review these standards.

Commitment to upholding the standards is essential for providing quality customer service. High levels of customer satisfaction should be the natural outcome of commitment to and compliance with the Standards. A Partner's performance is considered to be "**Satisfactory**" when it achieves high marks in a series of objective evaluations designed to measure performance of contractual responsibilities in light of ASM requirements.

There is, however, an important distinction between the level of customer satisfaction achieved by a Partner, and the Partner's level of commitment and compliance to the ASM. Customer satisfaction is useful in measuring the customers' perceptions about each Airport's services but does not directly evaluate a Partner's commitment, compliance, or performance. Similarly, Partner compliance is a useful measure to determine how committed a Partner is to implementing the ASM; yet this may not be reflected in the Partner's level of customer satisfaction. Where feasible, the two elements, customer satisfaction and Partner's commitment, must be measured and evaluated together to determine a Partner's true effectiveness and the effect the ASM – Customer Service Standards and the APMP have on customer service.

II. OBJECTIVES

The overall objective of the APMP is to improve the quality of service offered at Port Authority airports regardless of who provides the service. Every airport employee, whether they are Port Authority employees or Partners employees, contributes to the quality of customer service.

Where the ASM - Customer Service Standards defines good customer service, the APMP defines performance measurement and provides a management tool to recognize **Satisfactory** performance and to monitor actions taken to address areas in **Need of Improvement**. By using the ASM and the APMP together, the Port Authority and its Partners gain an understanding of their commitment necessary for quality airport customer service.

The APMP also outlines how "**Scorecards**" are developed and explains the method used in periodically determining each Partner's performance. The scorecard is the measure of a Partner's performance in a specific area. The scorecard may be a combination of several different measurement tools including customer satisfaction surveys, mystery shopping, and facility quality assurance reviews.

III. METHODOLOGY

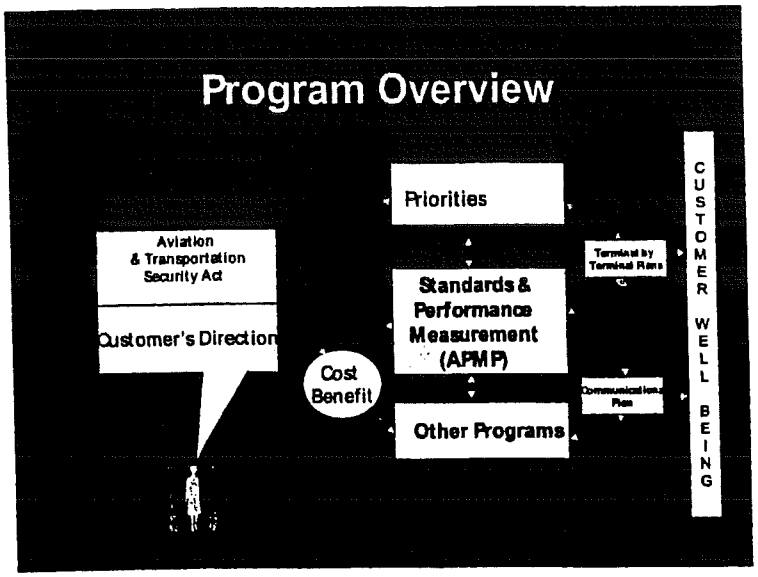
This section proposes a general framework for a quantitative strategy to:

(1) Measure Partners' performance.
(2) Provide an objective means for recognizing **Satisfactory** performance.

(3) Monitor actions required by Port Authority staff and Partners in areas in "Need of Improvement" that will help improve performance.

Accordingly, the APMP identifies the elements that are most important to customer service and provides a recommended strategy for assessing Partners' performance.

To begin with, **Figure 1** briefly illustrates the various steps of the Customer Well Being process used to develop the ASM Customer Service Standards and to integrate them with the APMP. There are three major components to the development of the APMP:



Figure

1. **Airport Standards Manual (ASM) Development.** The Port Authority's objective is to maximize utilization of the ASM as an effective customer service management tool. See page 1.

2. **Port Authority Contracts and Permits.** This component encompasses the development and introduction of standard language for contracts and permits requiring the commitment of all Partners to improve customer service through several actions including but not limited to Employees Attitude, Appearance, Awareness and Knowledge, Cleanliness, Condition and Functionality of all public areas impacting a customer's airport experience.

3. **Port Authority Leases.** All references to the "Airport Standards Manual" in the standard lease document shall be interpreted as a commitment to all components of the latest edition of the Airport Standards Manual including Customer Service Standards, Signs Standards and Passenger and Cargo Facilities Design & Planning Standards. Any new construction, terminal modifications or renovations shall be handled in accordance with existing Port Authority Tenant Alteration Application (TAA) procedures.

The APMP is a process designed to facilitate Partners' efforts in this area and is described in more detail in the following paragraphs.

A. Monitoring Tools

The Port Authority has developed a quantitative performance measurement strategy that measures Partners performance. Limiting the data to few sources allows Port Authority staff to focus their efforts on developing and refining the questions and data collection procedures, rather than attempting to use multiple sources that employ different collection techniques and scoring methodologies. Mystery shopping, facility quality assurance reviews, and additional data collection all monitor Partners performance. The customer satisfaction survey measures customer perception of various services and facilities at each airport. These measuring tools are proactive efforts undertaken periodically to track compliance to or implementation of the ASM with the objective of improving customer service:

1. **Customer Satisfaction Survey** – The Customer Satisfaction Survey report quantifies customer evaluations regarding the quality of the facilities and services. Randomly chosen passengers are asked to rate various service area attributes on a scale of 1 to 10 (1 being "unacceptable" and 10 being "outstanding"). Passengers indicating scores of 8 and higher are considered to be "delighted or pleased." A score is obtained by dividing the total number of passengers polled by the number of passengers who are delighted or pleased with the service.
2. **Mystery Shopping** – The mystery shopping report, **Figure 2**, summarizes the performance and quality of various operators and services at each of the airports based on selected criteria representative of all the key attributes for each Airport Standard with a focus on Employee Attitude, Appearance, Awareness and Knowledge. Each of the criteria are given a score of "0" if the service meets the Standard or "1" if it does not meet the Standard. The results are then totaled and a corresponding percentage is reported for each Partner. This is the predominant method of data collection as it provides some measure of Partner performance for all of the service standard categories.

THE PORT AUTHORITY OF NY & NJ

Mystery Shop Summary Report

Figure 2 Mystery Shopping Summary

Property Number: EWR-B-TO

Property Name: Newark Terminal B Operator - PA

Date of Evaluation: 3/23/2005

Previous Evaluation: 2/14/2005

	Standards Missed	Max to Pass	Status	Rolling Average	Previous Score	Gap to Acceptability	High	Routine
TERMINAL	27			24.00	21	13%		
CURBSIDE DEPARTURE	5			7.50	10	11%		
Overall Cleanliness/ Conditions	4			5.00				
Curbside Departure	5							
Standards of Cleanliness	1							
Standards of Condition	3							
Standards of Functionality	0							
Signs, Directions, and Information	0							
Standards of Employee Attitude, Appearance and Knowledge	1			2.50				

3. **Facility Quality Assurance Reports** – Facility quality assurance reports, **Figure 3**, provide summarized routine and high priority deficiencies. Based on cleanliness, condition and functionality. Each criteria are given a score of "0" if the standard is met or "1" if it does not meet the standard. Routine deficiencies are quick fixes identified with mostly cleaning or management issues while high priority deficiencies are those addressing condition and functionality and are more likely to be capital intensive and long term fixes. The high and routine deficiencies identified through facility quality assurance reviews are then totaled and distributed to all partners for follow up actions.

THE PORT AUTHORITY OF NY & NJ

Facility Summary Report

Property Number: EWR-B-TO
Property Name: Newark Terminal B Operator - PA
Date of Evaluation: 1/14/2005
Previous Evaluation:

Figure 3 Inspection Summary

	Standards Missed	Max to Pass	Status	Rolling Average	Previous Score	Gap to Acceptability
TERMINAL	243			243	N/A	15%
CURBSIDE DEPARTURE	7			7	N/A	29%
Curbside Departure - Terminal B	7					
Standards of Cleanliness	2					
Standards of Condition	5					
Standards of Functionality	0					
Signs, Directions, and Information	0					

4. **Additional Data Collection and Partners' Information** – This includes working with Partners and monitoring respective action plans and collecting appropriate data such as processing or wait times where queuing or delivery normally takes place. The areas subject to data collection include but are not limited to airlines check-in, gates and speed/accuracy of baggage delivery, TSA wait time at security checkpoints, CBP wait time, US VISIT Exit process, Air Train, taxi queue, and parking lot exit wait time and queues.

Note: Some or all of the above monitoring tools may be included in specific **Scorecards**.

B. Setting Practical Targets

Using the above monitoring tools, performance measurement targets have been established to gauge Partner performance. Mystery shops are performed monthly and will be supplemented with periodic staff facility quality assurance reviews and data collection. These two monitoring sources

will be used to provide feedback to Partners on an as needed basis. In addition to semi-annual facility quality assurance reports, scorecards will be calculated using one or more of the following measures: the customer satisfaction survey, mystery shops, facility quality assurance reviews, or data collection.

For Port Authority contractors, the Port Authority or its designated representative may conduct random facility quality assurance reviews for cleanliness, condition and functionality based on the ASM – Customer Service Standards. Contractor performance will be evaluated based upon criteria including, but not limited to, the degree and extent to which the contractor can effectively manage the services outlined in its' Port Authority Agreement, the quality of the employee-training program and the ability to retain employees in the service at the Airport. The Port Authority shall have the right, in its sole discretion and without prior notice to the contractor, to modify the staff facility quality assurance reviews.

For Port Authority contractors, performance over the entire contract period will be taken into account and the final contract year will have several measurement periods. The purpose is to encourage contractors to uphold their performance as a contract nears completion; continuous periods of non-performance will be reflected in the contractor's scorecard and could be applied to future bids if contractors do not show improvement throughout the contract.

Scorecards contain an overview of the grading system and the performance targets for several areas. Performance targets have been set based on achievable scores from previous surveys, mystery shops or facility quality assurance reviews. Each Partner will be responsible for meeting or exceeding these targets regardless of whether the Partner was under contract at the time these targets were established.

The overall performance measurement strategy is based on the calculation of a total weighted score derived from the data sources described above. Using the overall weighted score, the Port Authority could provide a performance bonus for **Satisfactory** performance or enact actions for under-performance or areas in **Need of Improvement**. The measurement of performance for some areas may be based upon one or more measurement source while others may use multiple measurement sources to establish a base score.

Based on the results of the weighted score, the Partner performance shall be rated **Satisfactory** when targets are met or exceeded across all applicable performance measures , and a **Needs Improvement** rating will result when one or more performance measure does not meet the established performance target.

Figure 4 illustrates the performance measurement improvement process leading to appropriate actions when performance is rated as **Satisfactory** or **Needs Improvement**.

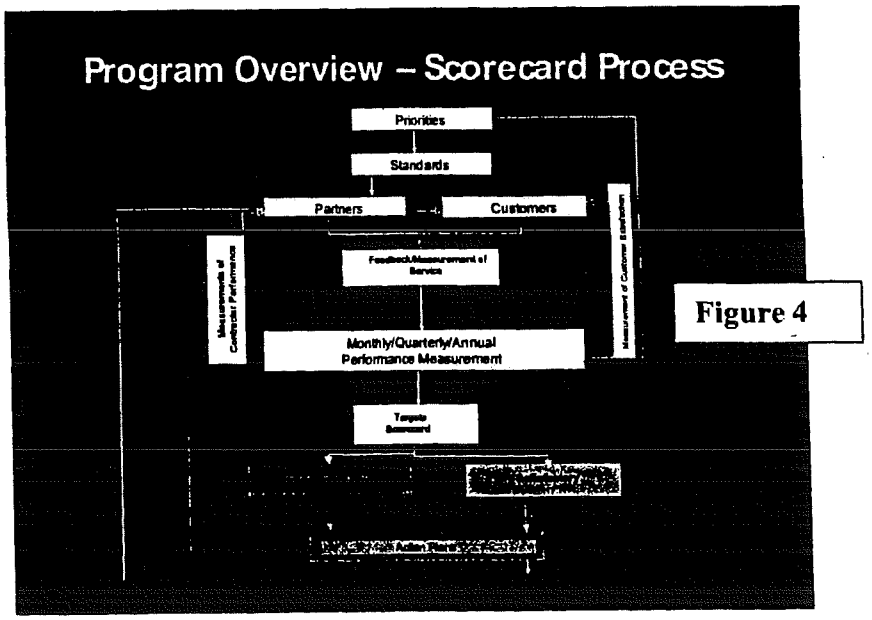


Figure 4

IV. SCORECARDS

In summary, the APMP is designed to provide the Port Authority and its partners with the framework to evaluate and encourage a commitment to service and facility improvements at the Port Authority's airport facilities. However, this manual can also be extended to assist Partners with fostering commitment to customer service improvements through compliance with the ASM monitoring of 3rd-party partners performance.

There are two categories of contractors – those under direct contract with the Port Authority, and those under contract with Terminal Operators and Airlines . In many cases, the Port Authority has the ability to recognize Satisfactory performance and also to take appropriate action(s) when performance is rated in Need of Improvement for its own partners. However, the Port Authority has limited recourse it can take for non-Port Authority partners.

- The following is a list of existing scorecards measuring courtesy of employees:
  - Concessions (retail, food & beverage).
  - Parking
  - Taxi Dispatch
  - On Airport Bus

- The following is a list of existing scorecards measuring cleanliness, condition and functionality of the area:
  - Concessions (retail, food & beverage)
  - AirTrain Stations
  - Parking
  - Gate Areas
  - Taxi Dispatch
  - AirTrain Vehicles
  - On-Airport Bus
  - Restrooms

A. Scorecards Descriptions & Methodology

- A Sample Needs Improvement Scorecard [Figure 5]

Performance Measurement Scorecard - Gate Area

Central Terminal Building - LGA

Gates	Security Lanes	Gate Sq. Ft	Avg. Mvmt. Per Day	Avg. Mvmt per Gate per Day	Annual Outbound Pax	Avg. Sq. Ft. Gate Area	Sq Ft per Avg Daily Pax	IATA Level of Service
38	12	48,000	404	11	5,468,274	1,263	3.2	F

	Customer Satisfaction	Mystery Shopping	Facility Quality Assurance	
		Condition		Routine Items
Timeframe	Annual - June 2004	Rolling Average	Semi-Annual	January 2005
Actual Score	37	9		17
Performance Target	49-54	8		29
Specific Results	Needs Improvement	Needs Improvement		Satisfactory

Overall Progress	Needs Improvement

To achieve an overall satisfactory performance, all targets must be met or exceeded.

Notes

- This is an interim scorecard. ONLY MYSTERY SHOPPING AND INSPECTION SCORES WILL BE A FACTOR IN THE DETERMINATION OF THE "OVERALL PROGRESS" SCORE.
- Customer Satisfaction Target is based on the average of the three airports highest departure passenger satisfaction scores but never lower than the prior target.
- Mystery Shop Target for condition is based on a rolling average of the lowest score achieved in this Area at the three airports but never higher than the prior target.
- Inspection Targets are based on the average number of deficiencies per square foot of gate area. One deficiency for every 1,693 square feet is acceptable. Short targets may be lower but never higher.
- Gate and Terminal Information obtained through inspection of the facilities.
- Passenger and Aircraft movement data is based on information obtained from the Strategic Analysis & External Affairs Unit of the Aviation Department.

- **A sample Satisfactory scorecard [Figure 6]**

Performance Measurement Scorecard - Gate Area Terminal B - EWR								
Gates	Security Lanes	Gate Sq. Ft	Avg. Mvmt. Per Day	Avg. Mvmt per Gate per Day	Annual Outbound Pax	Avg. Sq. Ft. Gate Area	Sq Ft per Avg Daily Pax	IATA Level of Service
25	8	81,000	164	7	3,033,763	3,240	9.7	D

	Customer Satisfaction	Mystery Shopping	Facility Inspection	
		Condition	High Priorities	Routine Items
Timeframe	Annual - June 2004	Rolling Average	Semi-Annual January 2005	
Actual Score	55	4	9	36
Performance Target	49-54	5	12	48
Specific Results	Satisfactory	Satisfactory	Satisfactory	Satisfactory

Overall Progress	Satisfactory

To achieve an overall satisfactory performance, all targets must be met or exceeded.

Notes
• Customer Satisfaction Target is based on the average of the three airports highest departure passenger satisfaction scores but never lower than the prior target.
• Mystery Shop Target for condition is based on a rolling average of the lowest score achieved in this area at the three airports but never higher than the prior target.
• Inspection Targets are based on the average number of deficiencies per square foot of gate area. One high deficiency per xxxx square feet of gate space and one routine deficiency for every xxxx square feet is acceptable. Best targets may be lower but never higher.
• Gate and Terminal Information obtained through inspection of the facilities.
• Passenger and aircraft movement data is based on information obtained from the Strategic Analysis & External Affairs Unit of the Aviation Department.

The scorecards are created by the Aviation Department based on the information obtained through various measurement sources. From the amalgamation of the data, targets are set and a rating assigned based on each areas' performance. Below is a description of how the targets are set for each of the measurement methods.

Customer Satisfaction Survey: The customer satisfaction survey results are produced annually, and therefore the scorecard will be updated with this information only once a year. In each functional area, the highest score from each airport is combined and averaged to set the target. A five (5)-point margin below the target is allowed and each terminal is rated on their performance relative to this target. In **Figure 5**, the target for the gate area is 54 percent. The gate areas in the Central Terminal Building at LGA were deemed unacceptable because their score was not within

the acceptable range, thereby receiving a classification of "needs improvement". **Figure 6** illustrates a scorecard in which all targets have been met or exceeded and therefore performance is rated as "satisfactory".

Mystery Shopping: Mystery Shopping is performed monthly, with each terminal being shopped once per month. The scoring of the Mystery Shopping is based on the number of standards missed in the shops. The lower number missed, the better the score. Each functional area's score for the twelve (12)-month period preceding the issuance of the scorecard will constitute their "rolling average". The lowest "rolling average" score in each functional area from each airport will be averaged to obtain the target scores. A five (5)-point margin will be applied to the target score. To be considered "satisfactory", the area must fall within this range. The mystery shopping scores will be updated on each semi-annual scorecard.

Facility Quality Assurance Reports: The facility quality assurance review will be performed semi-annually. The scoring for the facility quality assurance reviews is based on the number of standards missed, however the scores are divided based on their priority into high or routine items. Much like mystery shopping, the goal is to have the lowest score possible in both categories, high or routine. Each functional area is assigned measurement criteria; for example, the gate areas and concessions use the surface area (in square feet) as a base for measurement. Taking the aggregate of all the deficiencies within a functional area across all the airports and dividing this number into the total of the respective measurement criteria calculate the facility quality assurance review score. This provides a pro-rated score that can then be applied to each terminal or location to assess their performance relative to the rest of the airports. For example, restrooms use the number of fixtures (defined as toilets and urinals) as the measurement criteria. The total number of deficiencies is summed and divided by the total number of fixtures across the airports providing a "per fixture" number of acceptable deficiencies. This score is then multiplied by the number of fixtures in a terminal to determine the target, or limit, number of deficiencies. This calculation is performed for both the high deficiencies and the routine deficiencies. The following are the measurement criteria for the areas of the scorecard:

- Restrooms - Number of Fixtures
- Gate Areas - Square Feet
- Concessions - Square Feet
- Taxi Dispatch - Number of Booths
- On-Airport Bus - Number of Buses
- Parking - Number of Public Parking Spaces
- AirTrain Stations - Square Feet
- AirTrain Vehicles - Number of Vehicles

V. OTHER SCORECARDS UNDER DEVELOPMENT FOR THE 5TH EDITION OF THE ASM-CUSTOMER SERVICE STANDARDS

The Aviation Department will work with partners to develop an acceptable approach to measure and monitor performance for the following standards that are not currently being mystery shopped, or reviewed for quality assurance or surveyed. The following new scorecards will focus on courtesy of staff, cleanliness, condition and functionality and wait times as applicable:

Standards 2.0	Curbside
Standards 3.0	Airline Ticket lobby Check-in Areas
Standards 4.0	Walkways, Corridors, Elevators & Escalators
Standards 5.0	Passenger and Baggage Screening Areas
Standards 10.0	Baggage Claim & FIS Areas
Standards 16.0	Ramp & Airside
Standards 19.0	Assistance to Passengers with Reduced Mobility (PRM)

1.0 – Employee Attitude, Appearance, Awareness and Knowledge

All airport employees are required to be courteous and helpful at all times with every customer and other employees, and keep in mind "*... people may not remember exactly what you did or what you said ... but they will always remember how you made them feel*".

Standards of Employee Attitude, Appearance, Awareness and Knowledge

All employees will meet or exceed the following standards:

1.1 Attitude, all employees shall:

1.1.1 Greet all customers in a friendly and professional manner. Address customers proactively – be friendly and approachable – anticipate customer's needs. Customers and passengers shall not have to initiate contact.

1.1.2 Display a positive attitude toward passengers and fellow employees at all times.

1.1.3 Project a pleasant, friendly and attentive demeanor and maintain proper posture at all times.

1.1.4 Remain calm when encountering an upset customer, try to calm the customer, listen carefully and show empathy with the customer's problem.

1.1.5 Be capable of communicating clearly when in contact with customers.

1.1.6 Refrain from using foul or inappropriate language at any time.

1.1.7 Use a proper and courteous vocabulary and tone of voice with customers.

1.1.8 Maintain appropriate eye contact and a pleasant tone of voice while conversing with customers and fellow employees.

1.1.9 Make every effort to satisfy customers' needs, even when those needs are outside the employee's specific job scope.

1.1.10 Focus on customers and not gather in a group to chat while on duty.

1.1.11 Not eat, drink, chew gum or smoke in other than designated areas of the workplace, especially in view of customers when in uniform.

1.0 – Employee Attitude, Appearance, Awareness and Knowledge

1.1.12 Assure that the customers' needs are met by providing or calling for the appropriate services.

1.1.13 Not nap or sleep while on duty or in a public area.

1.1.14 Not use personal electronic devices, including but not limited to cell phones and MP 3 players, while on duty.

1.2 Appearance, all employees shall:

1.2.1 Be well groomed, clean and present a professional appearance.

1.2.2 Wear only appropriate accessories, as determined by your employer, while on duty.

1.2.3 Wear nametags and/or official identification that is visible to the public at all times.

1.2.4 Wear clean, neat and pressed uniforms while on duty.

1.2.5 When speaking to customers, remove sunglasses (unless medically required otherwise) to facilitate eye contact. Sunglasses may only be worn outdoors and during daylight hours.

1.3 Awareness, all employees shall:

1.3.1 Be obligated to challenge persons and to report suspicious items and/or activity.

1.3.2 Inspect their vehicles regularly for suspicious items while operating on the AOA.

1.3.3 Be aware that all service vehicle operators ensure that unattended vehicles are locked and shall inspect the vehicle each time it has been left unattended.

1.3.4 Ensure that all catering company's unattended vehicles are locked and that catering supplies intended for carriage on passenger flights are only accessible to catering employees.

1.3.5 Ensure that all AOA doors and gates are closed properly after each use.

1.3.6 Not allow persons to follow them through an AOA door or gate. Each individual must swipe their airport–issued identification card each time they enter the AOA or SIDA.

1.3.7 Not write AOA or SIDA access codes on identification cards, and employees shall enter codes in a secure manner not visible to the public.

1.3.8 Airline employees shall not accept consignments of cargo, courier and express parcels or mail for carriage on passenger flights unless the security of such consignments is accounted for.

1.3.9 Report unattended or suspicious items and/or activity to Port Authority Police or other law enforcement personnel.

1.4 Knowledge, all employees shall:

1.4.1 Be well informed, capable of providing directions and know where and how to obtain requested information or services for customers.

1.4.2 Convey accurate information using clear and understandable terms.

1.4.3 Obtain the facts when encountering a dissatisfied customer; state any applicable policy clearly and politely; and be able to offer a solution or an adequate alternative to the customer. If unable to satisfy the customer or resolve the issue, direct the customer to immediate supervisor.

1.4.4 Know where and how to obtain assistance to resolve customers' questions or problems if language barrier arise.

1.4.5 Know where and how to obtain assistance in order to respond to medical emergencies and operational disruptions as referred to in Standard 20.0 (Orderly Evacuation and Resumption of Services)

1.4.6 Know where and how to obtain assistance in order to respond to medical emergencies including those relating to Passengers with Reduced Mobility being assisted.

2.0 – Curbside

Curbside General Requirements

a) Baggage carts shall be readily available at all cart racks at all times. {H}

b) Smoking receptacles shall be readily available on the curbside. {R}

c) Skycap service shall be readily available. {R}

2.1 Standards of Cleanliness

2.1.1 All frontages, sidewalks and crosswalks shall be clean and free of debris including gum and cigarettes. {R}

2.1.2 Entrance and exit doors shall be clean free of smudges, dirt and grime. {R}

2.1.3 All glass shall be clean and free of streaks and smudges. {R}

2.1.4 Trash receptacles shall be clean and emptied to prevent the overflow of debris. {R}

2.1.5 Awnings or canopies, where present, shall be clean at all times. {R}

2.1.6 Walls shall be clean and free of graffiti. {R}

2.1.7 Curbside check-in counters and self-service check-in kiosks shall appear clean and organized, uncluttered and without visible damage. {R}

2.1.8 Light fixtures and assemblies shall be clean and free of dust. {R}

2.1.9 Smoking receptacles shall be clean and emptied on a regular basis. {R}

2.2 Standards of Condition

2.2.1 All frontages, sidewalks and crosswalks shall be smooth and free of large cracks and missing surface areas. {H}

2.2.2 Entrance and exit doors shall be maintained in good working order. {R}

2.2.3 All glass shall be in good condition with no visible damage. {R}

2.2.4 Trash receptacles shall be in good condition, without dents, marks or peeling paint. {R}

2.2.5 Smoking receptacles shall be in good condition, without dents, marks or peeling paint. {R}

2.2.6 Awnings or canopies, where present, shall be in good condition, free of rips and tears. {R}

2.2.7 Walls shall be free of scratches, marks and scuffs. {R}

2.2.8 Curbside check-in counters and self-service check-in kiosks shall be in good condition, free of dents, marks and scuffs. {R}

2.2.9 All light fixtures shall be in working order with all visible lamps operating and all burned out lights replaced with no visible broken parts. {R}

2.2.10 Snow and ice shall be removed from walkways and roadways. {H}

2.2.11 Roadways shall be well maintained and free of potholes. {R}

2.3 Standards of Functionality

2.3.1 Unattended and unofficial parked vehicles shall not be present at frontages. Illegally parked vehicles will be ticketed, and towed at the owner's expense. {H}

2.3.2 Unattended baggage carts shall be returned to dispenser racks promptly and not allowed to collect in an unsightly manner. {R}

2.3.3 Public address systems shall be clear and audible. {R}

2.3.4 All lighting shall conform to Illuminating Engineering Society of North America (IES) standards for this area and application. {H}

2.3.5 All doors shall operate properly. {R}

2.0 - Curbside

2.4 Signs, Directions, and Information

2.4.1 Directional signs shall be visible, legible and accurate. {R}

2.4.2 Signs shall clearly indicate the location of services. {R}

2.4.3 Handwritten signs shall not be used and all temporary signs shall be consistent with the Port Authority Aviation Signing and Wayfinding Standards. {R}

2.4.4 Airline names shall be posted at drop-off and, when practical, pick-up locations. {R}

2.4.5 Appropriate directional signs shall be visible at every decision point. {R}

3.0 – Airline Check-in Areas

Airline Check-In Area General Requirements

a) Minimum seating shall be provided in adjacent area for Passengers with Reduced Mobility. {R}

b) Trash receptacles shall be available in the airline check-in areas. {R}

3.1 Standards of Cleanliness

3.1.1 Counters and kiosks shall be clean and free of graffiti. {R}

3.1.2 Workspaces shall always appear uncluttered and organized. {R}

3.1.3 Seating shall be clean and free of stains. {R}

3.1.4 Windowsills shall be free of dust and debris. {R}

3.1.5 Windows shall be free of streaks and smudges. {R}

3.1.6 Wastebaskets shall be clean and not overflowing. {R}

3.1.7 Walls shall have a clean appearance, free of dirt and marks. {R}

3.1.8 Carpet and floors shall be free of debris and stains and shall appear clean. {R}

3.1.9 Floors shall be dry, free from spills and water. {H}

3.1.10 Ceilings shall be clean and free of dust. {R}

3.1.11 Light fixtures and assemblies shall be clean and free of dust. {R}

3.1.12 Telephones and telephone areas shall be clean and free of debris. {R}

3.1.13 Heating and air conditioning units shall be clean and free of dust. {R}

3.1.14 Stanchions, ropes and "tensa barriers" shall be clean and free of dust, tape and smudges. {R}

3.0 – Airline Check-in Areas

3.2 Standards of Condition

3.2.1 Counters and kiosks shall be well maintained and in good repair. {R}

3.2.2 Workspaces shall be in good condition, free of dents, marks, scratches and scuffs. {R}

3.2.3 Seating shall be free of rips, tears, stains and broken parts. {R}

3.2.4 Windowsills shall be in good condition, free of broken parts and marks. {R}

3.2.5 All windows shall be in good condition with no visible damage, chips or marks. {R}

3.2.6 Wastebaskets shall be in good condition, with no visible damage. {R}

3.2.7 Walls shall be in good condition, with no dents, chips, marks or scuffs. {R}

3.2.8 Carpets shall be free of holes; rips, worn or frayed areas and flooring shall be free of large cracks, gouges and broken pieces. {H}

3.2.9 Ceilings shall be in good condition, even across the ceiling and free of visible damage. {R}

3.2.10 All light fixtures shall be in working order with all visible lamps operating and all burned out lights replaced with no visible broken parts. {R}

3.2.11 All telephones and telephone areas shall be in good condition, with no visible damage. {R}

3.2.12 Unattended baggage carts shall be returned to dispenser racks promptly or located so as not to impede the flow of passengers, and not allowed to collect in an unsightly manner. {R}

3.2.13 Heating and air conditioning units shall be in good working condition. {R}

3.2.14 Stanchions, ropes and, "tensa barriers" shall be well maintained and in good repair. {R}

3.2.15 Employees' personal belongings shall not be visible to customers. {R}

3.0 – Airline Check-in Areas

3.3 Standards of Functionality

3.3.1 Flight Information Display System (FIDS) monitors shall be provided, and be in working order. {R}

3.3.2 Telephones shall be in working order. {R}

3.3.3 All lighting shall conform to the Illuminating Engineering Society of North America (IES) standards: **Terminal Ticket Counter – 45-foot candles.** {R}

3.3.4 Stanchions, ropes, "tensa barriers" shall be arranged in a neat and orderly fashion and not stored in public view. {R}

3.4 Signs, Directions, and Information

3.4.1 Clear, visible and accurate signing shall be placed at key decision points and must be consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

3.4.2 Flight Information Display System (FIDS) monitors shall be clear, visible and accurate. All flights, regardless of airline, shall be shown on the FIDS for that terminal. {R}

3.4.3 Handwritten signs shall not be used and temporary signs must be consistent with Port Authority Aviation Sign Standards. {R}

4.0 – Walkways/Corridors/Elevators/Escalators

4.1 Standards of Cleanliness

4.1.1 Carpet and floors shall be free of debris and stains and appear clean. {R}

4.1.2 Floors shall be dry, free of spills or water. {H}

4.1.3 Ceilings shall be clean and free of dust. {R}

4.1.4 Light fixtures and assemblies shall be clean and free of dust. {R}

4.1.5 Pictures, frames and advertising along walkways and corridors shall be clean and dust free. {R}

4.1.6 Elevator interiors and floors shall be clean and free of debris and graffiti. {R}

4.1.7 Trash receptacles shall be emptied in order to prevent the overflow of debris. {R}

4.1.8 Heating and air conditioning units shall be clean and dust free. {R}

4.2 Standards of Condition

4.2.1 Carpets shall be free of holes, rips, worn or frayed areas and flooring shall be free of large cracks, gouges and broken pieces. {H}

4.2.2 Ceilings shall be in good condition, even across the ceiling and free of visible damage. {R}

4.2.3 All light fixtures shall be in working order with all visible lamps operating and all burned out lights replaced with no visible broken parts. {H}

4.2.4 Pictures, frames and advertising shall be in good condition, free of tears, scratches, graffiti and other marks. {R}

4.2.5 Elevators, escalators and moving walkways shall be in working condition. All routine and preventive maintenance shall be scheduled to minimize passenger inconvenience. {H}

4.2.6 Elevator button lights and switches shall be in good condition. {R}

4.2.7 Each elevator emergency phone or communication device shall be in working condition. {R}

4.2.8 Corridors and walkways shall be free of obstructions. {R}

4.2.9 Heating and air conditioning units shall be in working order. {R}

4.2.10 Trash receptacles shall be in good condition, without dents, marks or peeling paint. {R}

4.3 Standards of Functionality

4.3.1 All monitors, including Flight Information Display Systems (FIDS), shall be in working order. {R}

4.3.2 Elevator button lights and switches shall be operational. {R}

4.3.3 Public address system shall be in working order and audible from all areas. {H}

4.3.4 All lighting shall conform to the Illuminating Engineering Society of North America (IES) standards: **Elevators – 30 foot-candles; Corridors/Walkways – 15 foot-candles.** {H}

4.3.5 In cases of two-way passenger flow where more than one escalator exists and one escalator is inoperative, the operative escalator shall be in the ascending direction. {R}

4.4 Signs, Directions, and Information

4.4.1 All elevator buttons, internal and external, shall be clearly marked and indicate appropriate services (e.g. Ticketing, Baggage Claim, Parking). {R}

4.4.2 Appropriate directional signing shall be visible at every decision point and consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

4.4.3 When elevators, escalators and walkways are being repaired, appropriate signs shall advise customers of other means of access in closest proximity. {R}

4.4.4 All monitors, including Flight Information Display Systems (FIDS), shall be clear, visible with accurate information. {R}

4.4.5 Handwritten signs shall not be used and temporary signs must be consistent with the Port Authority Aviation Signing and Wayfinding Standards. {R}

5.0 – Passenger and Baggage Screening Areas

5.1 Standards of Cleanliness

5.1.1 Carpet and floors surrounding baggage and passenger screening areas shall be free of debris and stains and shall appear clean. {R}

5.1.2 Baggage and Passenger screening equipment shall be clean, uncluttered and free of debris and baggage tape. {R}

5.1.3 All furnishings, including but not limited to, bins, tables, chairs, floor mats and private screening areas, shall be clean, uncluttered, free of debris and baggage tape. {R}

5.1.4 Walls and partitions shall have a clean appearance, free of dirt and marks. {R}

5.1.5 Ceilings shall be clean and free of dust. {R}

5.2 Standards of Condition

5.2.1 Floors shall be free of large cracks, gouges and excessively worn areas. {R}

5.2.2 Carpets shall be free of holes, rips and worn or frayed areas. {R}

5.2.3 All baggage and passenger equipment shall be in good condition, free of marks, scuffs and broken pieces. {H}

5.2.4 All furnishings, including but not limited to, tables, chairs, bins etc, shall be in good condition with no deep scratches, gouges, graffiti or broken pieces. {R}

5.2.5 Walls, columns and partitions shall be free of large cracks, holes and graffiti. {R}

5.2.6 Ceilings shall be free from stains and broken tiles. {R}

5.2.7 Sign frames, holders and stands shall be in good condition. {R}

5.2.8 Stanchions, ropes and "tensa barriers" shall be well maintained and in good repair. {R}

5.2.9 Employee's personal belongings shall not be visible to customers. {R}

5.3 Standards of Functionality

5.3.1 All equipment, including but not limited to, baggage conveyers, magnetometers, wands, x-ray machines and all other passenger and baggage screening areas machinery and aids shall be maintained and in working order. {H}

5.3.2 Queue time at the passenger screening areas shall not exceed ten (10) minutes. {H}

5.3.3 Queue time at the baggage screening areas shall not exceed ten 10 minutes. {H}

5.3.4 Stanchions, ropes and "tensa barriers" shall be arranged in a neat and orderly fashion and not stored in public view. {R}

5.4 Signs, Directions, and Information

5.4.1 Internal notices shall not be displayed in public areas. {R}

5.4.2 Handwritten signs shall not be used and temporary signs must be consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

5.4.3 Clear, visible and accurate signing shall be placed at key decision points and consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

5.4.4 Only approved regulatory signs shall be used. {R}

6.0 - Restrooms

General Requirements

a) Restrooms shall have sinks with soap dispensers. {R}

b) Female restrooms shall be equipped with sanitary dispensers and sanitary trash receptacles. {R}

c) All restrooms shall have sanitary seat covers available. {R}

d) All stall doors must have door locks or latches. {H}

e) All stalls shall be equipped with a clothes hook or a pocketbook holder. {R}

f) All restrooms shall be equipped with an appropriate number of trash receptacles. {R}

g) Paper products shall be provided in adequate supply to meet peak traffic flow. {H}

6.1 Standards of Cleanliness

6.1.1 Floors shall be free of debris and stains and appear clean. {R}

6.1.2 Floors shall be dry, free of spills or water. {H}

6.1.3 Unpleasant odors shall not be detected. {R}

6.1.4 Mirrors shall be free of streaks, smudges and watermarks. {R}

6.1.5 Sinks shall be clean, and faucets shall have a polished appearance. {R}

6.1.6 Entranceways and doors shall be clean and free of debris. {R}

6.1.7 Paper towel holders and/or automatic hand dryers shall be clean. {R}

6.1.8 Urinals shall be clean and free of debris. {R}

6.1.9 Tiles and walls shall be clean. {R}

6.1.10 Soap dispensers shall be clean and free of soap scum. {R}

6.0 - Restrooms

6.1.11 Toilets and toilet bowls, including the rim, base, seat, cover, chrome fixtures and hinges shall have a polished appearance. {R}

6.1.12 Light fixtures and assemblies shall be clean and free of dust. {R}

6.1.13 Sanitary dispensers shall be clean. {R}

6.1.14 Trash and sanitary receptacles shall be clean, not overflowing and odor free. {R}

6.1.15 Baby changing stations shall be clean. {R}

6.1.16 Walls and doors of toilet and toilet stalls shall be clean. {R}

6.1.17 Ceilings shall be clean and free of dust. {R}

6.1.18 Countertops shall be clean and free of debris and be dry. {R}

6.2 Standards of Condition

6.2.1 Floor tiles shall not be broken, missing or stained or have gouges and grout shall be free of missing pieces and discoloration. {R}

6.2.2 Mirrors shall be in good condition, free of scratches, marks, de-silvering, cracks and broken pieces. {R}

6.2.3 Sinks shall be in good condition, free of scratches, stains and broken pieces. {R}

6.2.4 Entranceways and doors shall be in good condition, free of scratches, dents, marks and scuffs. {R}

6.2.5 Paper towel holders and/or automatic hand dryers shall be in good condition, free of marks, scratches, rust and broken pieces. {R}

6.2.6 Urinals shall be in good condition, free of chips, marks and broken pieces. {R}

6.2.7 Wall tiles shall be in good condition, free of chips, marks and broken pieces and grout shall be free of missing pieces and discoloration. {R}

6.2.8 Soap dispensers shall be in good condition. {R}

6.2.9 Toilets and toilet bowls, including the rim, base, seat, cover, chrome fixtures and hinges shall be in good condition with no broken pieces. {R}

6.2.10 All light fixtures shall be in working order with all visible lamps operating and all burned out lights replaced and no visible broken parts. {R}

6.2.11 Sanitary dispensers shall be in good condition, free of marks, scratches and broken pieces. {R}

6.2.12 Trash and sanitary receptacles shall be in good condition. {R}

6.2.13 Baby changing station shall be in good condition, with all necessary parts and free of marks, scratches and scuffs. {R}

6.2.14 Walls and doors of toilet and toilet stalls shall be free of graffiti, scratches and peeling paint. {R}

6.2.15 Ceilings shall be free of cracks and stains. {R}

6.2.16 Countertops shall be in good condition with no scratches, cuts, gouges or marks. {R}

6.2.17 All caulking joints between fixtures and wall or floor shall be fully filled without gaps. {R}

6.3 Standards of Functionality

6.3.1 Public address system shall be clear and audible in the restroom areas. {H}

6.3.2 Cleaning supplies and equipment shall be stored out of customers' view when not in use and doors to closets kept closed. {H}

6.3.3 All lighting shall conform to the Illuminating Engineering Society of North America (IES) standards: **Restrooms – 23 foot-candles**. {H}

6.3.4 Automatic hand dryers and paper towel dispensers shall be in working order. {H}

6.3.5 Toilets and urinals shall be in working order. {H}

6.3.6 Door locks and latches shall be in working order. {H}

6.3.7 Sink drains and faucets shall be in working order. {R}

6.3.8 Baby changing stations shall be in working order. {H}

6.3.9 Sanitary dispensers shall be filled and in working order. {R}

6.3.10 Soap dispensers shall be in working order and have soap available. {R}

6.3.11 Unpleasant odors shall not be detected. {R}

6.4 Signs, Directions, and Information

6.4.1 Handwritten signs shall not be used and all temporary signs shall be consistent with the Port Authority Aviation Signing and Wayfinding Standards. {R}

6.4.2 Restroom identifiers (Men/Ladies/Families) shall be clear and visible and consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

6.4.3 When restrooms are being cleaned, or are closed for any reason, appropriate signing shall advise customers of other restrooms in close proximity. {R}

7.0 – Gate Areas

General Requirements

a) Telephones shall be available in the gate area. {R}

b) Seating shall be consistent with Port Authority Aviation Terminal Planning Standards. {R}

c) Public address system shall be available in every gate area. {R}

d) Flight Information Display Systems shall be available in or around the gate areas. {R}

7.1 Standards of Cleanliness

7.1.1 Seating shall be clean and free of debris and stains. {R}

7.1.2 Windowsills shall be free of dust and debris. {R}

7.1.3 Windows shall be clean and free of streaks and smudges. {R}

7.1.4 Trash receptacles shall be clean and not overflowing. {R}

7.1.5 Walls and columns shall have a clean appearance free of dirt and marks. {R}

7.1.6 Carpet and floors shall be free of debris and stains and shall appear clean. {R}

7.1.7 Floors shall be dry, free of spills or water. {H}

7.1.8 Ceilings shall be clean and free of dust. {R}

7.1.9 Light fixtures and assemblies shall be clean and free of dust. {R}

7.1.10 Telephones and telephone areas shall be clean and be free of debris. {R}

7.1.11 Heating and air conditioning units shall be clean and dust free. {R}

7.1.12 Stanchions, ropes and "tensa barriers" shall be clean and free of dust, tape and smudges. {R}

7.1.13 Counters/podiums and kiosks shall be clean and free of debris. {R}

7.1.14 Advertising and display areas shall be clean and free of debris. {R}

7.2 ***Standards of Condition***

7.2.1 Seating shall be free of rips, tears and broken parts. {R}

7.2.2 Windowsills shall be in good condition, with no marks, scratches or broken pieces. {R}

7.2.3 Windows shall be in good condition, free of scratches or marks. {R}

7.2.4 Trash receptacles shall be in good working condition, without dents, marks, or peeling paint. {R}

7.2.5 Walls and columns shall be in good condition, without marks, scuffs, dents or gouges. {R}

7.2.6 Carpet shall be free of holes, rips, worn or frayed areas and flooring shall be free of large gouges, cracks and broken pieces. {H}

7.2.7 Ceilings shall be in good condition, even across the ceiling and free of visible damage. {R}

7.2.8 All light fixtures shall be in working order with all visible lamps operating and all burned out lights replaced and no visible broken parts. {R}

7.2.9 Telephone and telephone areas shall be in good condition, with no broken pieces. {R}

7.2.10 Heating and air conditioning units shall be in good working condition. {R}

7.2.11 Stanchions, ropes and "tensa-barriers" shall be in good working condition, with no visible damage or broken parts. {R}

7.2.12 Counters/podiums and kiosks shall be in good condition with no gouges, scratches, graffiti or broken pieces. {R}

7.2.13 Advertising and display areas shall be in good repair and shall be consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

7.2.14 Cleaning supplies and equipment shall be stored out of customers' view when not in use and closet doors kept closed. {H}

7.3 Standards of Functionality

7.3.1 The Public Address System shall be clear and audible at all times. {H}

7.3.2 Seating shall be consistent with Port Authority Aviation Terminal Planning Standards. {R}

7.3.3 All lighting shall conform to the Illuminating Engineering Society of North America (IES) standards: **Gate Areas – 38 foot-candles**. {H}

7.3.4 Flight Information Display System (FIDS) monitors shall be clear, visible, accurate and in working order. {R}

7.3.5 Telephones shall be in working order. {R}

7.3.6 Television monitors shall be clear, visible and in good working condition. {R}

7.3.7 In the event of delays, cancellations or diversions, Standard 17.0 will apply. {H}

7.4 Signs, Directions, and Information

7.4.1 Signing shall be visible and adequate to direct customers to all services. {R}

7.4.2 Handwritten signs shall not be used and temporary signs must be consistent with the Port Authority Aviation Signing and Wayfinding Standards. {R}

8.0 – Retail Services

8.1 Standards of Cleanliness

8.1.1 All public areas in the retail space shall be clean, well maintained and free of unpleasant odors. {R}

8.1.2 Carpet and floors shall be free of debris and stains and shall appear clean. {R}

8.1.3 Entrance doors and frames shall be free of smudges, dirt and grime. {R}

8.1.4 Glass windows and display cases shall be clean. {R}

8.1.5 Light fixtures and assemblies shall be clean and free of dust. {R}

8.1.6 All walls and columns shall be clean. {R}

8.1.7 Ceilings shall be clean and free of dust. {R}

8.1.8 Sales and cashier areas shall appear neat, organized and clean. {R}

8.1.9 Heating and air conditioning units and vents shall be clean. {R}

8.2 Standards of Condition

8.2.1 Carpets shall be free of holes, rips and worn or frayed areas. {R}

8.2.2 Floors shall be free of large cracks, gouges and excessively worn areas. {R}

8.2.3 Entrance doors and frames shall be in good condition, free of marks, scratches or any visible damage. {R}

8.2.4 Security grille/shutters and/or roll gates shall be without defect when deployed or otherwise kept out of sight. {R}

8.2.5 Furniture, display cases, shelving and fixtures shall be in good condition with no gouges, scratches, graffiti or broken pieces. {R}

8.2.6 All light fixtures shall be in working order with all visible lamps operating and all burned out lights replaced, with no visible broken parts. {R}

8.2.7 Walls and columns shall be free of large cracks, holes and graffiti. {R}

8.2.8 Apparel and accessories shall be neatly folded or hung in the appropriate area. {R}

8.2.9 All displays and racks shall be arranged so as to permit free movement by customers with carry-on baggage. {R}

8.2.10 Stock shall be stored out of view of customers whenever possible. {R}

8.2.11 Ceilings shall not be stained or have any broken tiles. {R}

8.2.12 Employees' personal belongings shall not be visible to customers. {R}

8.2.13 Heating and air conditioning units shall be in good working order. {R}

8.2.14 Packaging, shipping materials and delivery carts shall be removed promptly from all public areas. {R}

8.3 Standards of Functionality

8.3.1 In the event of flight delays, essential services should remain open for passengers in the terminal after normal business hours. {H}

8.3.2 All lighting shall conform to the Illuminating Engineering Society of North America (IES) standards: **Retail – 72 foot-candles.** {H}

8.3.3 Public Address System (PAS) and music system shall be in a clear and audible working condition with appropriately set volume level. {H}

8.3.4 All entrances to establishments shall be kept clear of merchandise and sales/advertising stanchions. {R}

8.3.5 Television monitors shall be clear, visible and in good working condition. {R}

8.4 Signs, Directions, and Information

8.4.1 Store policies regarding credit cards, returns/refunds, etc. shall be clearly displayed. {R}

8.4.2 Operators whose lease agreement require, shall prominently display "Street Pricing" signing. {R}

8.4.3 A telephone number shall be visible so customers can call with complaints or compliments. {R}

8.4.4 Hours of operations shall be displayed and fully observed. {R}

8.4.5 Appropriate signing shall be visible, and clearly direct customers to all retail facilities. {R}

8.4.6 Handwritten signs shall not be used and temporary signs shall be consistent with the Port Authority Aviation Signing and Wayfinding Standards. {R}

8.4.7 Illuminated signs are in proper working condition. Flashing or blinking signs shall not be used, and the use of red LED (Light Emitting Diode) signs is discouraged. Red LED signs shall not be used in all new installations. {R}

8.4.8 Retail areas under construction shall be provided with professional signs on barricades with an "opening date" whenever possible, and may include a rendering of the new facility. Signing shall be updated as necessary. {R}

8.4.9 When a retail outlet is closed, appropriate signs shall be posted advising customers of the nearest, operating retail outlet. {R}

8.4.10 There shall be no unauthorized postings. {R}

8.4.11 All retail outlets offering sale of Metro Cards shall have appropriate signing. {R}

8.5 Standards of Retail Employees

In addition to the following standards, all employees shall conform to the same Employee Attitude, Appearance, Awareness and Knowledge as outlined in Standard 1.0.

8.5.1 Employees shall be able to direct customers to other outlets if item is not available in their shop. {R}

8.5.2 Employees shall always provide customers with a receipt and a "thank you". {R}

8.5.3 Employees shall always give correct change. {R}

8.5.4 Employees shall make every effort to make change for customers or direct customers to nearest change machine, i.e. for telephone calls. {R}

8.5.5 All shops shall have sufficient cash available immediately upon opening to make change for early morning sales. {R}

8.5.6 Any complaints shall be dealt with promptly and records maintained. {R}

8.5.7 Employees shall have appropriate knowledge of items being sold. {R}

8.5.8 Employees shall not use personal electronic devices, including but not limited to cell phones and MP3 players. The only musical audible to customers shall be provided by the audio system. {R}

8.6 Standards of Product

8.6.1 All items shall be sold at "Street Prices" as defined in the lease/permit. {R}

8.6.2 Merchandise shall be attractively displayed. {R}

8.6.3 Terminal Operators shall ensure that concessionaires provide a variety of items that meet customers' needs, both before and after security, including: reading materials (selection of periodicals and books), candy and snacks, health and beauty items, travel and business supplies, discretionary items such as local gifts, souvenirs and toys, and other sundries. {R}

8.6.4 Damaged merchandise shall be removed from display areas immediately. {R}

8.6.5 Displays shall be maintained to provide an uncluttered appearance. {R}

8.6.6 All prices shall be clearly displayed. {H}

8.6.7 Customer comment cards shall be readily available. {R}

8.6.8 No items shall remain on shelves past expiration dates. {R}

8.6.9 Merchandise shall be stocked in quantities sufficient for normal customer traffic. {R}

8.6.10 Merchandise shall be delivered to shops in appropriate carts and at non-peak periods or during off-hours whenever possible. {H}

9.0 – Food & Beverage

9.1 Standards of Cleanliness

9.1.1 All areas in the establishment shall be clean and well maintained. {R}

9.1.2 Debris shall be removed from tables and counters within two minutes. {R}

9.1.3 Area shall be free of unpleasant odors. {R}

9.1.4 Carpet and floors shall be free of debris and stains and shall appear clean. {R}

9.1.5 Entrance doors and frames shall be free of smudges, dirt and grime. {R}

9.1.6 Ceilings shall be clean and free of dust. {R}

9.1.7 Glass windows and display cases shall be clean. {R}

9.1.8 All food used for display purposes shall be changed regularly. {R}

9.1.9 Sales and cashier areas shall appear organized and clean. {R}

9.1.10 Tray slides shall be clean. {R}

9.1.11 Trays shall be washed, not just wiped. {R}

9.1.12 Light fixtures and assemblies shall be clean and free of dust. {R}

9.1.13 Exhaust hoods, ducts, fans and filters shall be clean and appropriately maintained. {R}

9.1.14 All visible cooking equipment shall be clean. {R}

9.1.15 Trash receptacles shall be emptied in order to prevent the overflow of debris. {R}

9.1.16 Heating and air conditioning units and vents shall be clean. {H}

9.2 Standards of Condition

9.2.1 Carpets shall be free from holes, rips and worn or frayed areas. {R}

9.2.2 Floors shall be free of large cracks, gouges and excessively worn areas. {R}

9.2.3 Entrance doors and frames shall be in good condition, free of marks, scratches or any visible damage. {R}

9.2.4 All tables, chairs, booths, display cases, and fixtures shall be in good condition with no deep scratches, gouges, graffiti or broken pieces. {R}

9.2.5 All visible cooking equipment shall be well maintained and in good working order. {R}

9.2.6 Ceilings shall be free of stains and broken tiles. {R}

9.2.7 All light fixtures shall be in working order with all visible lamps operating and all burned out lights replaced, with no broken visible parts. {R}

9.2.8 Packaging, shipping materials and delivery carts shall be removed from all public areas. {R}

9.2.9 Cleaning supplies and equipment shall be stored out of customers' view when not in use and closet doors kept closed. {H}

9.2.10 Trash receptacles shall be clean and in good condition, without dents, marks or peeling paint. {R}

9.2.11 Employees' personal belongings shall not be visible to customers. {R}

9.2.12 Heating and air-conditioning units shall be in good condition, free of any visible damage. {R}

9.3 Standards of Functionality

9.3.1 In the event of flight delays or cancellations, hours of operations shall be extended to accommodate passengers. {H}

9.3.2 All lighting shall meet and conform to the Illuminating Engineering Society of North America (IES) standards: **Dining Area – 23 foot-candles**. {H}

9.3.3 Public Address System and music system shall be clear and audible with appropriately set volume level. {H}

9.3.4 All entrances to establishments shall be clear of merchandise and sales/advertising stanchions and not obstruct entrance. {R}

9.3.5 Heating and air conditioning units shall be in working order. {R}

9.4 Signs, Directions, and Information

9.4.1 Store policies regarding credit cards shall be clearly displayed. {R}

9.4.2 Operators, whose lease agreement requires street pricing, shall prominently display "Street Pricing" signing. {R}

9.4.3 Operators shall clearly display a telephone number for customer complaints or compliments. {R}

9.4.4 Hours of operations shall be displayed and fully observed. {R}

9.4.5 Appropriate signing shall be visible to direct customers to all food and beverage facilities. {R}

9.4.6 Handwritten signs shall not be used and all temporary signs shall be consistent with the Port Authority Aviation Signing and Wayfinding Standards. {R}

9.4.7 Illuminated signs shall be in proper working condition. Flashing or blinking signs shall not be used, and the use of red LED (Light Emitting Diode) signs is discouraged. Red LED signs shall not be used in new installations. {R}

9.4.8 Food and Beverage areas under construction shall be provided with professional signs on barricades with an "opening date" whenever possible and may include a rendering of the new facility. Signing shall be updated as necessary. {R}

9.4.9 When food and beverage facilities are closed, appropriate signs shall be posted advising customers of the nearest, operating facilities. {R}

9.4.10 There shall be no unauthorized postings. {R}

9.5 Standards of Food and Beverage Employees

In addition to the following standards, all employees shall conform to the same Employee Attitude, Appearance and Knowledge as outlined in Standard 1.0.

9.5.1 Employees shall be able to direct customers to other outlets if an item is not available in their shop. {R}

9.5.2 Employees shall always provide customers with a receipt and a 'thank you." {R}

9.5.3 Employees shall always give correct change. {R}

9.5.4 Employees shall make every effort to make change for customers, i.e. for telephone calls. {R}

9.5.5 Employees shall not use personal electronic devices, including but not limited to cell phones and MP3 players. The only music audible to customers shall be provided by the unit audio system. {R}

9.5.6 All shops shall have sufficient cash available immediately upon opening to make change for early morning sales. {R}

9.5.7 Any complaints shall be dealt with promptly and records maintained. {R}

9.6 Standards of Product

9.6.1 Terminal Operators shall ensure that concessionaires provide a variety of menu items that meet customers' needs, both before and after security, including: hot and cold menu items for breakfast, lunch and dinner; hot and cold beverages (non-alcoholic and alcoholic); quick serve meals to go; sit down restaurant facilities; and a selection of healthy dishes (low fat, salads, etc.). {R}

9.6.2 Menus shall be well designed, clean and display the correct prices. {R}

9.6.3 All items shall be sold at "Street Prices" as defined in the lease/permit. {R}

9.6.4 No items shall remain on shelves past expiration dates/times. {H}

9.6.5 Operators shall make every attempt to ensure that all menu items are available. {R}

9.6.6 Hot food shall be delivered hot; cold food shall be delivered cold. {R}

9.6.7 Clean trays shall be available. {R}

9.6.8 Customer comment cards shall be readily available. {R}

9.6.9 Merchandise shall be delivered, whenever possible, to food and beverage areas in appropriate carts and at non-peak periods or during off-hours. {H}

10.0 – Baggage Claim

General Requirements

a) Baggage carts shall be readily available at all cart racks at all times. {H}

b) Public Address System (PAS) shall be available. {H}

10. 1 Standards of Cleanliness

10.1.1 Baggage carousels shall be wiped clean and be free of debris. {R}

10.1.2 Carpet and floors shall be free of debris and stains and shall appear clean. {R}

10.1.3 Trash receptacles shall be clean and not overflowing with debris. {R}

10.1.4 Heating and air conditioning units shall be clean and free of dust. {R}

10.1.5 Ceilings shall be clean and free of dust. {R}

10.1.6 Light fixtures and assemblies shall be clean and free of dust. {R}

10.1.7 Seating shall be clean and free of stains. {R}

10.1.8 Windowsills shall be free of dust and debris. {R}

10.1.9 Windows shall be clean and free of streaks and smudges. {R}

10.1.10 Walls and columns shall have a clean appearance, free of dirty and marks. {R}

10.2 Standards of Condition

10.2.1 All carousels shall be in good condition with no gouges, scratches, graffiti or broken pieces. {R}

10.2.2 Carpet shall be free of holes, rips, worn or frayed areas and flooring shall be free of large gouges, cracks and broken pieces. {H}

10.2.3 Trash receptacles shall be in good condition, without dents, marks or peeling paint. {R}

10.2.4 Heating and air conditioning units shall be in good working condition. {R}

10.2.5 Ceilings shall be in good condition, even across the ceiling and free of visible damage. {R}

10.2.6 Seating shall be free of rips, tears and broken parts. {R}

10.2.7 Windowsills shall be in good condition, free of scratches or marks. {R}

10.2.8 Windows shall be in good condition, free of scratches or marks. {R}

10.2.9 Walls and columns shall be free of large cracks, holes and graffiti. {R}

10.2.10 Cleaning supplies and equipment shall be stored out of customers' view when not in use and closet doors kept closed. {H}

10.2.11 All light fixtures shall be in working order with all visible lamps operating and all burned out lights replaced with no visible broken parts. {R}

10.2.12 Unattended baggage carts shall be returned to the dispenser racks promptly and not allowed to collect in an unsightly manner and impede passenger flow. {R}

10.3 Standards of Functionality

10.3.1 Baggage carousels shall be in good working order and have no areas that could cause damage to baggage or injury to customers. {H}

10.3.2 The Public Address System shall be clear and audible. {H}

10.3.3 All information display systems shall be clear, visible and accurate and in good working order. {H}

10.3.4 Television monitors shall be in good working condition. {R}

10.3.5 All lighting shall meet and conform to the Illuminating Engineering Society of North America (IES) standards: **Baggage Area – 35 foot-candles**. {H}

10.3.6 Unclaimed baggage shall be moved to and stored in a secure area in accordance with Federal and local regulations, as well as air carrier or Terminal Operator's requirements. {R}

10.4 Signs, Directions, and Information

10.4.1 Signing shall be visible and adequate to direct customers to all services. {R}

10.4.2 Handwritten signs shall not be used and temporary signs must be consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

10.0 – Baggage Claim

10.4.3 All baggage carousels shall be clearly identified and where applicable, by airline. {R}

10.4.4 In the event that baggage delivery is delayed, a public address announcement regarding the delay shall be made in the baggage claim area. Passengers shall be kept informed as to the status of baggage delivery. {R}

10.4.5 Advertising and display areas shall be in good repair and shall be consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

11.0 – Ground Transportation

11.1 Standards of Cleanliness

Ground Transportation Information Counters

11.1.1 Counters shall appear clean and organized, uncluttered and without visible damage. {R}

11.1.2 Computers and monitors shall be clean and free of dust. {R}

11.1.3 All telephones, including self-service phones shall be clean and free of debris. {R}

11.1.4 All panels and displays including self-service areas shall be clean and free of debris. {R}

On-Airport Bus Services

11.1.5 All vehicle lighting shall be clean and free of debris. {R}

11.1.6 Vehicle exteriors shall be clean and have a freshly washed appearance. {R}

11.1.7 Vehicle interiors shall be clean and free of debris. {R}

11.1.8 Pictures, frames and advertising shall be clean and free of dust and graffiti. {R}

11.1.9 All glass shall be clean and free of streaks and smudges, and dirt and grime. {R}

11.1.10 Seating shall be clean and free of graffiti. {R}

Permittee Services

11.1.11 Vehicle exteriors shall be clean and have a freshly washed appearance. {R}

11.1.12 Vehicle interiors shall be clean and free of debris. {R}

11.1.13 All glass shall be clean and free of streaks and smudges, and free of dirt and grime. {R}

11.1.14 Seating shall be clean and free of graffiti. {R}

11.0 – Ground Transportation

Bus Shelters

11.1.15 All bus shelter exteriors shall be clean and have a freshly washed appearance. {R}

11.1.16 All bus shelter interiors shall be clean and free of debris. {R}

11.1.17 Pictures, frames and advertising shall be clean and free of dust and graffiti. {R}

11.1.18 All glass shall be free of streaks and smudges, and dirt and grime. {R}

11.1.19 Seating shall be clean and free of graffiti. {R}

11.1.20 Light fixtures and assemblies shall be clean and free of dust. {R}

11.1.21 All sidewalks shall be clean and free of debris including gum and cigarettes. {R}

11.2 Standards of Condition

Ground Transportation Information Counters

11.2.1 Counters and workspaces shall be maintained in good condition with no gouges, scratches, graffiti or broken pieces. {R}

11.2.2 Computers and monitors shall be in good working condition. {R}

11.2.3 All telephones, including self-service phones shall be in good condition. {R}

11.2.4 All panels and displays shall be in good condition, free of marks, scratches, gouges and any visible damage. {R}

11.2.5 Employee's personal belongings shall not be visible to customers. {R}

Airport Bus and Permitee Services

11.2.6 All vehicle lighting shall be operational with all lamps lit and no visible broken parts. {H}

11.2.7 Vehicular body damage shall be repaired promptly. {R}

11.2.8 Pictures, frames and advertising shall be in good condition with no marks, scratches or visible damage. {R}

11.2.9 All glass shall be in good condition, free of scratches, chips and broken pieces. {R}

11.2.10 Seating shall be free of tears, rips and missing or broken pieces. {R}

11.2.11 Employee's personal belongings shall not be visible to customers. {R}

11.2.12 All bus shelters shall be in good condition with no gouges, scratches, graffiti or broken pieces. {R}

Permittee Services

11.2.13 Vehicle exteriors shall be in good condition, with all damage repaired promptly. {R}

11.2.14 Vehicle interiors shall be in good condition. {R}

11.2.15 All glass shall be in good condition, free of marks, scratches and broken pieces. {R}

11.2.16 Seating shall be free of rips, tears and missing or broken pieces. {R}

Bus Shelters

11.2.17 All bus shelter exteriors shall be in good condition with no visible damage. {R}

11.2.18 All bus shelter interiors shall be in good condition, free of missing or broken pieces. {R}

11.2.19 Pictures, frames and advertising shall be in good condition, free of scratches and graffiti. {R}

11.3 Standards of Functionality

Ground Transportation Information Counters

11.3.1 All customer service representatives shall be knowledgeable in all alternate modes of transportation in the event of transportation delays. {R}

11.3.2 All lighting shall conform to Illumination Engineering Society of North America (IES) standards as they pertain to this area and activity. {R}

11.3.3 Computers and monitors shall function properly, {R}

11.3.4 All telephones, including self-service telephones, shall function properly. {R}

On-Airport Bus Services

11.3.5 Vehicles shall not make excessive noise or give off unpleasant odors and fumes. {H}

11.3.6 Air conditioning and heaters shall be in proper working condition and maintain appropriate temperatures. {R}

11.3.7 Doors and windows shall operate properly and easily. {H}

11.3.8 Waiting time during peak periods for shall not exceed fifteen (15) minutes. {R}

11.3.9 Public Address systems and announcements shall be clear audible, and up to date. {R}

11.3.10 Handicapped lifts or "kneeling bus" apparatus shall function properly as referenced to Standard 19.0 "Passengers with Reduced Mobility". {R}

Permittee Services

11.3.11 Vehicles shall not make excessive noise or give off unpleasant odors and fumes. {H}

11.3.12 Air conditioning and heaters shall be in proper working condition and maintain appropriate temperatures. {R}

11.3.13 Only authorized permittees shall make pick-ups at designated areas. {R}

11.4 Signs, Directions and Information

Ground Transportation Information Counters

11.4.1 All signs and postings shall be consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

11.0 – Ground Transportation

11.4.2 Ground Transportation waiting area shall be clearly identified. {R}

11.4.3 All transportation information shall be accurate and up to date. {H}

11.4.4. All Ground Transportation telephone information panels shall be consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

On-Airport Bus Services

11.4.5. Buses, vans and free shuttle vehicles shall be easily identifiable and have route/destination signs clearly posted. {R}

11.4.6. Pick-up locations shall be clearly designated. {R}

11.4.7. Handwritten signs shall not be used and temporary signs must be consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

11.4.8. All "Variable Message Signs" shall operate properly and display the correct information. Red "LED" (Light Emitting Diodes) signs shall not be used in new applications. {R}

11.4.9. Airline directories, where posted, shall be current and up-to-date. {R}

Bus Shelters

11.4.10. Bus headways shall be prominently displayed. {R}

11.4.11. Airline directories, where posted, shall be current and up-to-date. {R}

11.5 Assistance to Passengers with Reduced Mobility by Permitted Ground Transportation Operators (See Standard 19.0)

11.5.1 Permitted bus and van ground transportation operators will provide regular service or para-transit or other special transportation service at no additional cost for persons with reduced mobility, including those persons using non-collapsible motorized wheelchairs. {R}

11.5.2 Permitted bus and van ground transportation operators should provide the service described above at posted times or as agreed upon for pre-arranged service or within one (1) hour of the request for such service at Ground Transportation Information Center. {R}

12.0 – Taxi Dispatch

12.1 Standards of Cleanliness

12.1.1 Taxi booths shall have clean windows and be free of graffiti. {R}

12.1.2 Taxi booth interiors shall be clean and free of visible clutter, such as newspapers, books, magazines and personal electronic devices. {R}

12.1.3 Taxi passengers waiting areas shall be clean and free of debris including gum and cigarettes. {R}

12.2 Standards of Condition

12.2.1 Taxi booths windows shall be in good condition, free of scratches and broken pieces. {R}

12.2.2 All taxi booths shall be in good condition with no dents, scrapes, debris or peeling paint. {R}

12.2.3 Taxi passenger waiting areas shall be in good condition with no cracks or missing surface areas. {R}

12.2.4 Queue line railing, where installed, shall be free of defects. {R}

12.3 Functionality

12.3.1 In the event of a shortage of taxicabs, staff shall advise customers of alternative means of transportation. {R}

12.4 Signs, Directions, and Information

12.4.1 Handwritten signs shall not be used and temporary signs shall be consistent with the Port Authority Aviation Signing and Wayfinding Standards. {R}

12.4.2 A plaque with the Taxi Dispatcher's name shall be clearly visible at each Taxi Dispatch Booth. {R}

13.0 – Parking Lots & Garages

13.1 Standards of Cleanliness

13.1.1 Crosswalks, sidewalks and parking lot surfaces shall be clean and free of all dirt and debris. {R}

13.1.2 Escalators and elevators shall be clean and free of debris. {R}

13.1.3 Trash receptacles shall be emptied in order to prevent the overflow of debris. {R}

13.1.4 All structures and equipment shall be free of dirt and graffiti. {R}

13.1.5 All light fixtures and assemblies shall be clean and free of graffiti. {R}

13.1.6 All windows shall be clean and free of streaks and smudges and be clear of obstructions. {R}

13.1.7 Parking lot bus shelters shall be clean and free of debris. {R}

13.1.8 Cashier booth interiors shall be clean and free of visible clutter, such as newspapers, books, magazines, and personal belongings. {R}

13.1.9 Drains shall be clear and free of debris. {R}

13.1.10 Unpleasant odors shall not be detected. {R}

13.1.11 Telephones and telephone areas shall be clean and free of debris. {R}

13.2 Standards of Condition

13.2.1 Parking lot surfaces shall be well maintained, smooth and free of potholes and weeds. {R}

13.2.2 Escalators and elevators shall be in good condition with no gouges, scratches, graffiti and broken pieces. {R}

13.2.3 Trash receptacles shall be in good condition, without dents, marks or peeling paint. {R}

13.2.4 All equipment including Ticket Issuing Machines (TIM's) shall be in good condition. {R}

13.2.5 All structures shall be in good condition with no gouges, scratches, graffiti or broken pieces or rust. {R}

13.2.6 All light fixtures shall be in working order with all visible lamps operating and all burned out lights replaced and no visible broken parts. {R}

13.2.7 All windows shall be in good condition, free of marks, scratches and broken or missing pieces. {R}

13.2.8 All bus shelters shall be in good condition with no gouges, scratches, graffiti or broken pieces. {R}

13.2.9 There shall be no standing water more than one-half inch (1/2") deep, eight (8) hours after a rainstorm. {R}

13.2.10 Phone and intercoms shall be in good condition with no gouges, scratches, graffiti or broken pieces. {H}

13.2.11 Striping shall be visible. {R}

13.2.12 Unattended baggage carts shall be returned to dispenser racks promptly or located so as not to impede the flow of passengers or vehicles, and not allowed to collect in an unsightly manner. {R}

13.3 Standards of Functionality

13.3.1 All lighting shall conform to Illumination Engineering Society of North America (IES) standards as they pertain to this area and activity. {H}

13.3.2 Properly uniformed and identifiable personnel shall be readily available to assist customers during designated travel periods and to respond to emergency situations. {H}

13.3.3 All equipment shall be functioning and in good working order. {R}

13.3.4 Every parking lot shelter shall have an emergency phone in good working order with clear instructions. {H}

13.3.5 All telephone and intercoms shall be in good working order with appropriate volume and all functions operating. {H}

13.3.6 Escalators and elevators shall be in working order. {R}

13.3.7 Elevator button lights and switches shall be operational. {R}

13.3.8 Each elevator emergency phone or communication device shall be in working condition. {H}

13.3.9 A "red light" shall be displayed indicating a closed lane. {R}

13.3.10 Vehicle queues at parking exit plazas shall not exceed a maximum allowable queue length or other measurable criteria as defined in the parking operators agreement with the Port Authority. {R}

13.4 Signs, Directions, and Information

13.4.1 Parking rates and fees, indicating the maximum rate for a 24-hour period as well as the credit cards accepted, shall be prominently displayed at all entrances and consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

13.4.2 Handwritten signs shall not be used and all temporary signs shall be consistent with the Port Authority Aviation Signing and Wayfinding Standards. {R}

13.4.3 Aisle numbers and markings shall be visible and consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

13.4.4 Signing in bus shelters shall display the bus stop number, the schedule, or frequency of service, airline locations (at LGA) and route information and be consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

13.4.5 Signing for "help" phones and services shall be clear and visible and consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

13.4.6 A plaque with the cashier's name and a telephone number for customer comment or complaint shall be clearly visible at each cashier booth. {R}

13.4.7 Emergency phones shall be clearly marked/identifiable and readily available. {H}

13.0 – Parking Lots & Garages

13.5 Standards of Parking Employees

In addition to the following standards, all employees shall conform to the same Employee, Attitude, Appearance and Knowledge as outlined in Standard 1.0.

13.5.1 If requested, parking employees shall be capable of providing driving directions to other major airports and off airport areas verbally and/or with printed materials. {R}

13.5.2 Employees shall "thank" every customer and offer a receipt. {R}

14.0 - Construction

All areas undergoing renovation or construction shall present a neat appearance with all necessary signing in place and appropriate safety measures taken. Moreover, adherence to all procedures outlined in the Tenant Alteration Procedures and Standards Guide is essential.

14.1 Standards of Cleanliness

14.1.1 All surface areas in proximity to the work site shall be free of dust and debris and present a clean appearance. {R}

14.1.2 Temporary walls and screening shall be free of graffiti, dirt and debris. {R}

14.2 Standards of Condition

14.2.1 No work area shall present a hazard, which may cause a customer or employee to slip, fall or be hit by falling debris or construction materials. {H}

14.2.2 Temporary walls shall be finished with visibly attractive scenes or renderings of the project or any temporary signs consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

14.2.3 Storefronts under construction shall have a "uniform" barrier wall or "window dressing" that is attractive and conceals construction activity, as indicated in the Tenant Alteration Application (TAA). {R}

14.2.4 Air conditioning and heating shall be uninterrupted in the public areas of the airport facility. {H}

14.2.5 Floors shall be dry and free of spills or water. {R}

14.2.6 Temporary walls/barricades shall be well maintained with no holes, dents, marks or tears. {R}

14.2.7 All light fixtures shall be in working order with all visible lamps operating and all burned out lights replaced and no visible broken parts. {R}

14.2.8 No unpleasant odors shall be emitted from the construction site. {R}

14.2.9 Sound suppression efforts shall be employed that meets the airport's operational restrictions on noise in passenger terminal buildings. This may include confining work to certain times of the day. Whenever possible, construction equipment, electrical equipment and tools shall not be visible to customers. {R}

14.2.10 Construction workers shall obtain and prominently display official identification. {H}

14.3 Standards of Functionality

14.3.1 Placement of construction walls or other interior construction activities shall not degrade existing lighting quality or standards in the vicinity of the construction area. {R}

14.3.2 All lighting shall conform to Illuminating Engineering Society of North America (IES) standards. {R}

14.3.3 Construction activity shall be designed to minimize interference with passenger circulation paths, and if construction does impede with circulation alternative routes will be established in a safe manner. {H}

14.3.4 Construction employees shall comply with all relevant Port Authority "Airport Rules and Regulations". {R}

14.3.5 Any major capital projects having impact on customer services shall be posted on appropriate websites. {R}

14.4 Signs, Directions, and Information

14.4.1 Signing and information shall be made available to customers explaining the benefits of the project, what is being renovated or constructed, and when it will be completed. {R}

14.4.2 Signs designating alternate facilities shall provide clear directions and hours of operation. {R}

14.4.3 Adequate directional signing, consistent with Port Authority Aviation Signing and Wayfinding Standards, shall be provided when construction barricades hide or obstruct facilities, egress, and services. {R}

14.4.4 Renderings of the new facility shall be posted at appropriate locations. {R}

14.4.5 Handwritten signs shall not be used and temporary signs must be consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

15.0 – Charter Operations

These standards are being issued to Terminal Operators, Aircraft Owners and/or Tour Operators involved in the operation of charter flights and ***exclude scheduled carriers*** who have established policies, procedure and guidelines to handle stranded and delayed passengers.

15.1 Standards for Representation

15.1.1 For arrivals only, an authorized representative of the aircraft owner and/or tour operator shall sign in and sign out with the Terminal Operator and be on duty one (1) hour prior to the scheduled arrival of the aircraft and two (2) hours after aircraft arrival.

15.1.2 For departures only, the aircraft owner or tour operator(s) shall have a minimum of one authorized representative on duty at least two and one-half (2-1/2) hours prior to the scheduled departure of the aircraft and shall remain on duty until the flight is air born. The representative shall sign-in and sign-out with the Terminal Operator.

15.1.3 Aircraft owner or tour operator(s) representatives shall be empowered to assist stranded passengers in all areas of customer service. (See Standard 17.0)

15.1.4 Prior to the approval of a schedule, the aircraft owner or tour operator(s) shall provide the Port Authority and the Terminal Operator with:

A. The name of the Company responsible for providing information, assistance and accommodations to passengers in the event of a delay, cancellation or other problem situation;

B. Name(s) of all authorized representative(s) on duty;

C. 24-hour telephone contact;

D. 24-hour fax number;

E. E-mail address;

F. Mailing address;

G. The name of ground handling company;

H. Name and contact of handling company's authorized representative;

I. Name of company or party responsible for all fees including, but not limited to: landing, passenger fees, handling, fuel, catering, security, passengers' inconvenience, mishandled baggage, additional maintenance, etc.

J. Provide website address for posting of information.

15.1.5 The Company responsible for all fees and ancillary costs shall post a bond in an amount and form at the discretion of the Port Authority prior to each season during which it plans to operate.

15.1.6 The Company responsible for all fees and ancillary cost shall confirm in writing to the Port Authority and the Terminal Operator that it has obtained all slot approvals and shall identify the handling company and location for processing arriving and departing passengers and baggage for all tenant operated facilities.

15.1.7 An Airline or ground handling company that enters into an agreement with an aircraft owner or tour operator(s) to provide facilities, passenger and baggage check-in and assistance on arrival, shall include these standards in the arrangements and make every effort to assist stranded passengers.

15.2 Standards for Information

15.2.1 The proposed flight schedule shall be provided to the Port Authority at least 72 hours prior to the flights scheduled arrival or departure time. For EWR Terminal B operation requests, flight schedules shall be submitted at least fifteen (15) days prior.

15.2.2 Passengers shall be provided with access to 24 hour a day arrival and departure information.

15.2.3 Passengers shall be notified of all check-in and arrival location information including terminals, check-in locations and time requirements, as well as scheduled arrival time and procedures prior to their arrival at the airport.

15.2.4 For international flights, the aircraft owner or tour operator(s) shall notify passengers of all required documentation for originating and destination country.

15.0 – Charter Operations

15.3 Standards for Services in case of flight delay or cancellation

15.3.1 Authorized representative(s) shall inform passengers of flight status (delay or cancellation) no later than fifteen (15) minutes after scheduled departure time, and shall repeat an advisory process every thirty (30) minutes, or as required.

15.3.2 In accordance with airline's and/or terminal operator's procedures, food, refreshments, restroom facilities and medical assistance shall be made available as required.

15.3.3 When ticket prices for chartered flights include a package of airfare, hotel, meals and ground transportation, passengers shall be informed in advance and in writing of any re-accommodation, compensation or refund policy in the event of extensive (24 hours or more) delay or cancellation.

16.0 – Ramp and Airside Areas

Ramp and airside areas are clearly visible to the traveling public from departing and arriving aircraft as well as from airport terminals. Ramp condition, cleanliness and general appearance can greatly influence the overall perception of the airport and work towards accomplishing the goal of achieving customer satisfaction. These standards shall apply to all terminal operators, airlines, cargo facility operators, the Port Authority, ground service/handling companies and all their contractors and sub-contractors.

In order to implement and enforce the Ramp and Airside Airport Standards, a separate facility quality assurance review program will be developed with partners

16.1 Standards of Ramp Cleanliness

16.1.1 All Ramp/Airside areas shall be free of Foreign Object Debris (FOD) in accordance with FAA advisory Circular 150/5380-5B and Port Authority Rules and Regulations. {H}

16.1.2 All ramp areas under the responsibility of terminal operators or the airport authority shall be clean and free of debris, grease and oil and have "speedi-dry" type material available. {H}

16.1.3 Entrance and exit doors and frames to/from ramp areas shall be free of dirt and grime. {R}

16.1.4 All windows visible from ramp/airside shall be clean and free of streaks and smudges. {R}

16.1.5 All trash receptacles shall be emptied in order to prevent the overflow of debris. {R}

16.1.6 Walls, columns and doors shall be clean and free of graffiti. {R}

16.1.7 All service roads, as well as walkways and sidewalks shall be clean and free of debris. {R}

16.1.8 Interline Baggage transfer areas shall be clean and free of debris. {R}

16.1.9 All drains shall be clear and free of debris. {R}

16.1.10 Guard booth interiors shall be clean, free of debris, clutter and graffiti and have no personal items visible. {R}

16.1.11 Guard booth windows shall be clean and free of streaks and smudges, and dirt and grime. {R}

16.2 Standards of Equipment Cleanliness

16.2.1 All ground support equipment (motorized and non-motorized equipment) shall be clean and free of debris. {R}

16.2.2 Buses and/or Mobile Lounges shall be clean and have a freshly washed appearance. {R}

16.2.3 Bus and/or Mobile Lounge seating shall be clean and free of graffiti. {R}

16.2.4 Bus and/or Mobile Lounge windows shall be clean and free of streaks and smudges and free of dirt and grime. {R}

16.2.5 Bus and/or Mobile Lounge carpet and floors shall be free of debris and stains and shall appear clean. {R}

16.2.6 Aircraft loading bridges shall be clean and free of debris and have a freshly washed appearance. {R}

16.3 Standards of Ramp Condition

16.3.1 Unserviceable equipment (motorized and non-motorized) shall not be stored at the Air Terminal. Storage of such equipment is permitted on a temporary basis in cargo and/or compound areas, out of sight of the general public, while scheduling the equipment's removal from airport property. {R}

16.3.2 All service roads, as well as walkways and sidewalks shall possess clearly defined pavement markings. {R}

16.3.3 All fences and barriers shall be well maintained, rust free and properly secured. {R}

16.3.4 All light fixtures shall be in working order with all visible lamps operating and all burned out lights replaced. {R}

16.3.5 All ramp surface areas shall be smooth and free of potholes and weeds. {R}

16.3.6 All service roads shall be well maintained and free of potholes and weeds. {R}

16.3.7 Guard booths shall present a well-maintained appearance, free of clutter, debris and graffiti. {R}

16.3.8 Trash receptacles shall be in good condition, without dents, marks or peeling paint. {R}

16.3.9 All ramp surface areas shall be clearly marked to support marshalling program of both aircraft and ground support equipment. {H}

16.4 Standards of Equipment Condition

16.4.1 Ground Support Equipment shall be parked and stored in clearly striped, designated areas. {R}

16.4.2 Ground Support Equipment shall be in good condition and in accordance with Port Authority Police inspections. {R}

16.4.3 Bus and/or Mobile Lounge seating shall be free of rips, tears and broken parts. {R}

16.5 Standards of Equipment Functionality

16.5.1 Buses and/or Mobile Lounges shall be in good working order. {R}

16.5.2 Buses and/or Mobile Lounges heating and air conditioning units shall be in working condition. {R}

16.5.3 Buses and/or Mobile Lounges shall not make excessive noise or give off unpleasant odors and fumes. {R}

16.5.4 Communication equipment on Buses and/or Mobile Lounges shall be clear and audible. {R}

16.5.5 Ramp equipment parked and cargo including containers shall be staged in an orderly fashion. {R}

16.5.6 Ground Support Equipment shall be maintained in good working order with no obvious fuel, oil or grease leaking on the ramp surface. {R}

16.5.7 Aircraft loading bridges shall be in good working order. {R}

16.5.8 Interline baggage transfer equipment shall be in good working order. {R}

16.5.9 Where applicable Terminal Operators shall provide clearly marked walkways from terminal to aircraft so as to safely deplane and board passengers and flight crews. {R}

16.6 Signs, Directions, and Information

16.6.1 Handwritten signs shall not be used and any temporary signs shall be consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

16.6.2 Gate numbers shall be clearly marked and visible at all times. {R}

17. 0 – Assistance to Stranded Passengers

In order to implement and provide customer service during severe delays, a joint committee consisting of Terminal Operators, Airlines and the Port Authority will establish an arrangement to house, feed and transport, or provide cots, blankets and pillows to passengers during late night hours when such services are not usually available.

The Port Authority will arrange for the presence of necessary Port Authority service providers to furnish applicable services during late night hours.

The Following Defines "Stranded Passengers"

Passengers are considered stranded ***on board an aircraft***, when an aircraft is delayed at a remote parking position for more than two (2) hours on departure and thirty (30) minutes on arrival, with no access to lavatories, food, beverage, medical assistance or communication, or are unable to disembark or unable to be transported to a terminal building.

Passengers are considered stranded ***inside a terminal***, when a flight is delayed or cancelled and the airline or terminal operator is unable to provide timely information on the status of the flight or alternate means of accommodations. Passengers will also be considered stranded ***inside a terminal*** when they are unable to arrange landside transportation for any number of reasons.

The Following Defines "Areas of Responsibility"

Assistance to arriving or departing passengers stranded on board an aircraft shall be the responsibility of the airline. Assistance to departing or arriving passengers stranded inside a terminal is the responsibility of the airline, and in some cases the Terminal Operator or the Port Authority. Airlines shall be responsible for providing accurate and up to date information to the general public.

17.1 Assistance to passengers stranded on board an aircraft

17.1.1 Passengers shall be informed, in a timely and frequent manner, of existing traveling conditions, whether a delay or cancellation, and the arrangements to deplane the aircraft when stranded on board an aircraft for sixty (60) minutes or longer. {H}

17. 0 – Assistance to Stranded Passengers

17.1.2 Special attention shall be provided to passengers with reduced mobility (PRM) or special needs such as the elderly disabled, passengers with medical conditions, unaccompanied children, passengers with very young children and passengers speaking foreign languages. {H}

17.1.3 Passengers shall be provided with essential needs such as food, water, heat and air conditioning and restroom facilities on board. {H}

17.2 Assistance to passengers stranded inside the terminal

17.2.1 Airlines and/or terminal operators shall keep passengers informed of known delays, cancellations and diversions with frequent announcements as established by each airline. {R}

17.2.2 In accordance with airline's and/or terminal operator's procedures, food, refreshments, restroom facilities and medical assistance shall be made available as required. {H}

17.2.3 In accordance with airline procedures, reasonable efforts shall be made to safeguard the travel of passengers with down line connections and reservations including making alternate arrangements as required. {R}

17.2.4 Airlines are encouraged to provide passengers with any additional services as described by ATA Carriers in their respective "Customer Service Commitments" and by the DOT "Fly-Rights" publication. {R}

17.3 Arriving flight information provided to the general public

17.3.1 Airlines and/or terminal operators shall have a responsibility to provide accurate and timely information to the general public including but not limited to scheduled time of arrival, estimated time of arrival, notices (or announcements) explaining reason for flight delay, cancellation or diversion, and updating the arrival information recorded messages and all electronic flight information systems on a timely basis. {R}

18. 0 – AirTrain

18.1 Standards of Cleanliness

Stations: Interior

18.1.1 Seating shall be clean and free of stains. {R}

18.1.2 Carpet and floors shall be free of debris and stains and shall appear clean. {R}

18.1.3 All floor mats shall be clean and properly aligned. {R}

18.1.4 All planters shall be clean and free of dust and debris. {R}

18.1.5 Windowsills shall be free of dust and debris. {R}

18.1.6 Windows and doors shall be clean and free of streaks and smudges. {R}

18.1.7 Trash receptacles shall be clean and not overflowing. {R}

18.1.8 Walls shall have a clean appearance, free of dirt and marks. {R}

18.1.9 Floors shall be dry, free of spills or water. {H}

18.1.10 Ceilings shall be dust free and unsoiled. {R}

18.1.11 Light fixtures and assemblies shall be clean and free of dust. {R}

18.1.12 Telephones and telephone areas shall be clean and free of debris. {R}

18.1.13 Pictures, frames, directories and advertising shall be clean and free of dust and graffiti. {R}

18.1.14 Heating and air conditioning units shall be clean and free of dust. {R}

18.1.15 Elevator cab walls and floors shall be clean and free of debris and graffiti. {R]

18.1.16 Escalators shall be clean and free of debris and graffiti. {R}

18.1.17 All Flight Information Display System (FIDS) and Passenger Information Display System (PIDS) monitors shall be clean and free of dust. {R}

18.0 – AirTrain

Stations: Exterior

18.1.18 Entrance and exit doors shall be clean and free of smudges, dirt and grime. {R}

18.1.19 Windows shall be free of streaks and smudges. {R}

18.1.20 Trash receptacles shall be clean and emptied to prevent the overflow of debris. {R}

18.1.21 Awnings, where present, shall be clean at all times. {R}

18.1.22 Walls shall be clean and free of graffiti. {R}

18.1.23 Light fixtures and assemblies shall be clean and free of dust. {R}

Trains:

18.1.24 Exteriors shall be clean and have a freshly washed appearance. {R}

18.1.25 Pictures, frames, directories and advertising shall be clean, and free of dust and graffiti. {R}

18.1.26 Seating shall be clean and free of stains. {R}

18.1.27 Walls shall be clean and free of graffiti and scratches. {R}

18.1.28 Ceilings shall be dust free and unsoiled. {R}

18.1.29 Carpet shall be free of holes, rips, worn or frayed areas and flooring shall be free of large gouges, cracks, gum and stains. {R}

18.1.30 Floors shall be dry, free of spills and water. {H}

18.1.31 Windows shall be free of streaks and smudges. {R}

18.1.32 Doors shall be clean. {R}

18.1.33 Light fixtures and assemblies shall be clean and free of dust. {R}

18.0 – AirTrain

18.2 Standards of Condition

Stations: Interior

18.2.1 Seating shall be free of rips, tears and missing or broken parts. {R}

18.2.2 Carpet shall not be worn or frayed, and tile and floors shall be free of large gouges, cracks and missing pieces. {H}

18.2.3 Floor mats shall be in good condition, without obvious wear and frays. {R}

18.2.4 Planters shall be in good condition, free of any visible damage. {R}

18.2.5 Windowsills shall be in good condition without any missing or broken pieces. {R}

18.2.6 Glass in windows and doors shall have no broken or cracked panes. {H}

18.2.7 Trash receptacles shall be in good condition with no dents, marks or peeling paint. {R}

18.2.8 Walls and columns shall be in good condition, free of marks, scuffs, dents or gouges. {R}

18.2.9 Ceilings shall be in good condition, even across the ceiling and free of visible damage. {R}

18.2.10 All light fixtures shall be in working order with all visible lamps operating and all burned out lights replaced. {R}

18.2.11 Telephones and telephone areas shall be in good condition, with no broken pieces. {R}

18.2.12 Pictures, frames and advertising shall be in good condition, free from marks, scratches and missing or broken pieces. {R}

18.2.13 Heating and air conditioning units shall be in good working condition. {H}

18.2.14 Escalators and elevators shall be in working condition. In cases of two-way passenger flow where more than one escalator exists and one escalator is inoperative, the operative escalator shall be in the ascending direction. {R}

18.2.15 Flight Information Display System (FIDS) and Passenger Information Display System (PIDS) monitors shall be in good condition, with no visible damage. {R}

18.2.16 Unattended baggage carts shall be returned to dispenser racks promptly or located so as not to impede the flow of passengers or vehicles, and not allowed to collect in an unsightly manner. {R}

18.2.17 Employees' personal belongings shall not be visible. {R}

18.2.18 Platform bumpers shall be free of tears and missing or broken parts. {H}

Stations: Exterior

18.2.19 Sidewalks shall be smooth and free of large cracks or missing surface areas. {H}

18.2.20 Entrance and exit doors shall be in good working order. {R}

18.2.21 Windows shall be in good condition with no scratches, chips or broken pieces. {R}

18.2.22 Trash receptacles shall be in good condition, without dents, marks or peeling paint. {R}

18.2.23 Awnings, where present, shall be in good condition with no visible damage. {R}

18.2.24 Walls and columns shall be in good condition, free of marks, scuffs, dents or gouges. {R}

18.2.25 All light fixtures shall be in working order with all visible lamps operating and all burned out lights replaced. {R}

18.2.26 Only authorized vehicles shall utilize restricted curb areas. {R}

18.2.27 Snow and ice is removed from walkways, roadways and guide ways to prevent any safety hazard. {H}

18.2.28 Roadways are well maintained and free of potholes. {R}

18.2.29 Baggage carts shall be readily available. {R}

18.0 – AirTrain

Trains

18.2.30 Exteriors of the trains shall be in good condition, free of visible damage. {R}

18.2.31 Pictures, frames and advertising shall be in good condition, with no marks, scratches or visible damage. {R}

18.2.32 Walls shall be in good condition, free of marks, scuffs, dents or scratches. {R}

18.2.33 Trains shall be in good working order and do not give off unpleasant fumes or noise. {R}

18.2.34 Seating shall be free of tears, rips or graffiti. {R}

18.2.35 Doors shall be in good working order. {H}

18.3 Standards of Functionality

Stations: Interior

18.3.1 Flight Information Display System and Passenger Information Display System, shall be clear, visible and accurate. {R}

18.3.2 Elevator button lights and switches shall be operational. {R}

18.3.3 Each help phone on the platform and each elevator emergency phone or communication device shall be in working condition. {H}

18.3.4 All lighting shall conform to the Illuminating Engineering Society of North America (IES) standards as they pertain to this area and activity. {H}

Stations: Exterior

18.3.5 Unattended baggage carts shall be returned to dispenser racks promptly or located so as not to impede the flow of passengers or vehicles, and not allowed to collect in an unsightly manner. {R}

18.3.6 Public address systems shall be clear and audible. {R}

18.3.7 All lighting shall conform to the Illuminating Engineering Society of North America (IES) standards as they pertain to this area and activity. {H}

18.0 – AirTrain

Trains:

18.3.8 Waiting times at EWR shall not exceed:

- Three (3) minutes, between the hours of 1100 and 2000
- Four (4) minutes, between the hours of 0500 and 1100, and 2000 and 2400, and
- Twenty-four (24) minutes between 2400 and 0500

Waiting times at JFK shall not exceed:

- Nine (9) minutes, between the hours of 0600 and 1430
- Nine (9) minutes, between 1430 and 0000
- Thirteen (13) minutes, between 0000 and 0600

18.3.9 Air conditioning and heaters shall be in proper working condition and maintain appropriate temperatures. {R}

18.3.10 Automated announcements shall be audible and up-to-date. {R}

18.3.11 Public Address systems shall be clear and audible. {R}

18.3.12 Each help phone, emergency phone or communication device shall be in working order. {H}

18.4 Signs, Directions, and Information

18.4.1 Route/destination signing shall be clearly posted. {R}

18.4.2 Drop-off and Pick-up points shall be clearly designated. {R}

18.4.3 Directional signing shall be visible and correct at every decision point. {R}

18.4.4 Signing to gates, concourses and services shall be clear, visible and up-to-date. {R}

18.4.5 Flight Information Display System monitors shall be clear, visible and accurate. {R}

18.4.6 Handwritten signs shall not be used and all temporary signs must be consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

18.4.7 Telephones and/or call boxes shall be easily identified. {R}

18.4.8 Maps and directories shall be accurate, up-to-date and be consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

19.0 – Assistance to Passengers with Reduced Mobility

Definition of "Passengers with Reduced Mobility"

Passengers with Reduced Mobility include, but are not limited to:

1. Persons with disabilities as defined by the American with Disabilities Act – An individual is "disabled" if he or she meets at least any one of the following tests:

    - He or she has a physical or mental impairment that substantially limits one or more of his/her major life activities
    - He or she has a record of such an impairment
    - He or she is regarded as having such an impairment

2. Passengers traveling with children and infants, or unaccompanied minors.
3. Passengers that do not speak English.
4. Passengers' requiring/requesting the aid of a mobility assistance representative.

Relevant Standards and Regulations

Relevant standards and regulations for accommodating Passengers with Reduced Mobility include, but are not limited to:

- The Air Carrier Access Act and the Department of Transportation rule (Title 14 CFR, Part 382).
- The Americans with Disabilities Act
- The International Civil Aviation Organization (ICAO) Annex 9 that includes a number of Standards and Recommended Practices (SARPs) concerning the access to air services and airport facilities by elderly and disabled persons including revisions by the Facilitation Division (FAL/11).
- Transportation Security Administration Training.

Areas of Responsibility

A. For Passengers with Reduced Mobility requiring or requesting assistance, the airline and/or terminal operator shall assist arriving Passengers with Reduced Mobility deplaning an aircraft and/or requiring assistance from the aircraft to the curb/ground transportation center or another assistance provider.

B. The airline and/or terminal operator shall assist departing Passengers with Reduced Mobility requiring assistance from the ticket counter and/or to board the aircraft.

C. For Passengers with Reduced Mobility requiring or requesting assistance, the Port Authority shall facilitate departing or arriving Passengers with Reduced Mobility between parking facilities and the terminal buildings or between terminals.

D. The terminal operator shall provide amenities (concessions, restrooms, telephones, etc.) directories of accessible areas, and clearly marked signing to facilities to accommodate Passengers with Reduced Mobility.

19.2 Assistance to Passengers with Reduced Mobility by an Airline or Terminal Operator

19.2.1 Passengers with Reduced Mobility shall receive assistance in getting to and boarding the aircraft and deplaning and getting to the curb in addition to making connections to other flights. {H}

19.2.2 Employees shall receive the necessary training to assist in moving and transporting Persons with Disabilities. {R}

19.2.3 Employees shall receive training in handling mobility aids and assistive devices (electric wheelchairs, respirator equipment, etc.) used by Persons with Disabilities. {R}

19.2.4 Airlines may require up to 48 hours advance notice to accommodate certain mobility aids and assistive devices that require preparation time for transport (e.g., respirator hook-up or transportation of an electric wheelchair on an aircraft). {R}

19.2.5 Unaccompanied minors shall not be left unattended. {H}

19.2.6 Employees shall be available to assist Passengers with Reduced Mobility who are unable to move independently. {H}

19.2.7 Passengers with Reduced Mobility being dropped off shall be able to obtain assistance at the curbside within five (5) minutes. {H}

19.2.8 Each terminal operator shall ensure that telephones equipped with telecommunication devices for the deaf (TDD's) are provided and are clearly marked on directories and above the telephones. {R}

19.3 On-Airport Assistance to Passengers with Reduced Mobility

19.3.1 The Port Authority will make available para-transit or other special transportation services to Persons with Disabilities who cannot use fixed route bus/rail service between terminal buildings. {R}

19.3.2 The fixed route bus/rail services shall be accessible as required by the Americans with Disabilities Act. {R}

19.3.3 The Ground Transportation Information and/or Help Centers shall provide information to Passengers with Reduced Mobility using bilingual or multilingual brochures with internationally recognized symbols and/or interactive display systems. {R}

19.3.4 Unaccompanied minors shall not be left unattended in any parking facility or in an AirTrain station. {H}

19.3.5 Passengers with Reduced Mobility, who cannot move independently, shall not be left unattended in any parking facility or in an AirTrain station. {H}

19.4 Provision of Wheelchairs to Passengers with Reduced Mobility

19.4.1 Each terminal shall provide wheelchairs to assist in the movement of Persons with Disabilities. Wheelchairs shall meet the industry standards. {R}

19.4.2 Airlines shall each provide boarding wheelchairs and rams or mechanical lifts for boarding an aircraft not affixed to a loading bridge. {R}

19.4.3 All wheelchairs may be subject to an inspection of:

A. Armrests - - sharp edges, cracks, burrs on screw heads, protruding screws, secure fit and locks engage squarely, all fasteners are present and tight;

B. Wheelchair back - - upholstery for rips, tears and tautness; all attaching hardware is present and tight; handgrips are tight and do not rotate on post; back-post brace joints are not cracked, bent or damaged; safety belts are checked for fraying and hardware functionality;

C. Seats, cross braces and frames - - upholstery for rips, tears and tautness; attaching hardware is present and tight; check for stripped screws and burrs on screw heads; folding chairs should be checked for sticking; cross braces are checked for bent rails or cracks and the center pin nut is present; front post slides are straight; seat rail guides are present;

D. Wheel locks - - securely engage the tire surface and prevent the wheel from turning; rubber tip is present;

E. Large wheels - - no wobbling or side-play indicating worn bearings; tires do not have excessive wear or cracks; axles and axle-lock nuts are functioning properly;

F. Casters - - check for signs of bending on sides and stems of forks and be sure stem is firmly attached to fork; check stem bearings for excessive play both up and down as well as back and forward; check for excessive wobble in bearings; check tire for excessive wear or cracks; and,

G. Footrest/leg rest - - check frame for damage and confirm secure fit of locking mechanism; check for sharp edges in foot plates and foot plate springs; proper operation for length adjustment hardware, all hardware is present and proper tightness; foot rest bumpers are present.

19.4.4 All wheelchairs shall be well maintained and in good condition. {R}

19.4.5 Each airline shall ensure that an adequate number of wheelchairs are available to meet the required demand. {R}

19.4.6 All airline terminals shall provide an adequate number of electric carts to meet the required demand. {R}

19.4.7 All electric carts shall be in good condition, free of dents, ripped seating and any visible damage or broken parts. {R}

19.4.8 All electric carts shall be equipped with an audible and visual alert signal to alert passengers to its' presence. {R}

19.4.9 All electric carts shall operate in a safe manner that at no point compromises the safety of pedestrians in the terminal. {H}

19.5 Signs, Directions and Information

19.5.1 All facilities and devices for Persons with Reduced Mobility shall be clearly marked and be consistent with Port Authority Aviation Signing and Wayfinding Standards. {R}

20.0 – Public Circulation and Queue Management

The Following Defines "Circulation Areas"

Circulation areas are comprised of publicly accessible areas inside or outside the terminal buildings occupied by persons walking or standing, exclusive of those spaces required for organized passenger queuing. Circulation areas include, but are not limited to, ticket lobbies, passenger waiting areas, food court concession areas, concourses, corridors and hallways, sidewalks, escalators and moving walkways, and pedestrian bridges.

The Following Defines "Queuing Area"

Queuing areas are comprised of publicly accessible areas inside or outside the terminal building dedicated to the organization of passengers waiting for service. Queuing areas include, but are not limited to, those areas dedicated to accommodate passengers approaching ticket counters, security screening areas, Customs and Border Protection areas, concessions, self-serve ticket kiosks, gate areas, information kiosks, and ground transportation areas.

Areas of Responsibility

A. Airlines shall manage the circulation and queuing activity in their lease areas including boarding areas, ticket counters, self-serve ticket kiosks, baggage offices, and other areas that are used by passengers to queue for airline services which include areas that may fall outside an airline's lease line.

B. Concession tenants shall manage the circulation and queuing activity within their respective lease areas.

C. The Terminal Operator and/or Airline shall manage circulation and queuing activity at passenger and baggage security screening checkpoints.

D. The terminal operator or the Port Authority shall manage the circulation and queuing activity in all public spaces not included in the lease areas of the airlines or other tenants.

E. Airline employees shall inquire of passengers at check-in queues regarding departure times and destinations and shall assist passengers in resolving problems when lines are lengthy.

F. The terminal operator and/or airline shall manage and control the circulation and queuing activity in their lease areas of the FIS with input from Customs and Border Protection.

20.1 Standards for Managing Passenger Circulation

20.1.1 Unattended baggage carts shall be returned to dispenser racks or removed so as not to impede the flow of passengers. {R}

20.1.2 Objects shall not be placed or installed in a permanent or temporary manner that will obstruct circulation requirements of persons with reduced mobility. (Refer to Standard 19.0). {R}

20.1.3 Objects shall not be placed or installed in a permanent or temporary manner that will obstruct primary public flow paths, doorways, elevator/escalator entrances, and other public circulation areas. {R}

20.1.4 Objects shall not be placed or installed in a permanent or temporary manner in areas where passenger flows must be maintained for purposes of providing public safety, including but not limited to stairways, escalator deboarding areas, roadway curbsides and emergency exit lanes, corridors or access points. {R}

20.1.5 Objects shall not be placed or installed in a permanent or temporary manner that promotes the development of a crowd that results in decreased public mobility or an unsafe condition. {R}

20.1.6 Lighting in public circulation areas shall be provided in accordance with Illuminating Engineering Society of North America (IES) standards. {H}

20.1.7 Preventative maintenance of facilities, cleaning, or other routine activities shall be performed so as to not interfere with primary public circulation paths. {R}

20.1.8 Provide and maintain adequate way finding to promote efficient public circulation. {R}

20.1.9 Objects shall not interfere with the public's visual field so as to effect public orientation and understanding of designated flow paths. {R}

20.2 Standards for Managing Passenger Queuing Areas

20.2.1 Organized queuing procedures shall be developed and formalized queuing areas shall be provided in locations where public queuing is likely to result in unsafe conditions, service stoppage, or an impediment to adjacent passenger flows. {R}

20.2.2 Designated queuing areas shall be properly sized based on anticipated passenger use in each terminal and shall be maintained to accommodate future public circulation and queuing demands. {R}

20.2.3 Public queues for a facility shall not extend beyond the tenant's designated lease area unless authorized by the Port Authority. {R}

20.2.4 The Port Authority or terminal operators shall be notified if public queues are anticipated to obstruct or are actually obstructing adjacent passenger flows in a manner that decreases public mobility or results in an unsafe condition. {R}

20.2.5 The tenant shall actively manage public queues at locations where the massing of people could result in an unsafe condition (e.g., adjacent to an escalator deboarding areas or curbside roadways) or impede primary public flow patterns. {R}

20.2.6 Public queues shall not extend or be formed outside a terminal building where shelter is not available. {H}

20.3 Stanchion Appearance and Locations

20.3.1 Placement of floor stanchions shall not interfere with public circulation, queuing or wayfinding. {R}

20.3.2 Stanchion belts should not exceed 7' in length between posts, be less than 2" in width, be less than 0.0275" thick and the post should not be less than 2" in diameter. {R}

20.3.3 Stanchion posts shall not exceed 40" in height, the bases shall not exceed 14" in diameter and any stanchion post weight shall not exceed 28 lbs. {R}

20.3.4 Stanchion belts and posts shall match in color, type and quality. The use of a combination of various stanchions, ropes, belts, etc. is not permitted. {R}

20.3.5 Stanchion belts or ropes should never be tied together. {R}

20.3.6 Stanchions, ropes, "tensa barriers" shall be well maintained and in good repair. {R}

20.3.7 Stanchions, ropes, "tensa barriers" shall be arranged in a neat and orderly fashion and not stored in public view. {R}

20.3.8 Stanchions, ropes, "tensa barriers" shall be clean and free of dust, tape and smudges. {R}

21.0 – Orderly Evacuation and Resumption of Services

Definition of "Emergency Situation"

A. An emergency situation is defined as any event that threatens, or has the potential to threaten, the life, health, and safety of individuals at the airport. Emergency situations include, but are not limited to, (a) fire, (b) security, (c) power outage, and (d) natural disaster.

B. Security emergencies include, but are not limited to, security breaches, threats against a specific facility or airline, acts of violence in pre- or post-security areas, bomb threats, unattended baggage or parcels and biological or chemical threats.

21.1 ***Airline Assistance***

21.1.1 All airline employees and airline contractors shall be knowledgeable in terminal emergency and evacuation procedures.

21.1.2 All airline employees shall be familiar with airport emergency procedures.

21.1.3 In case of fire, power outage or natural disaster emergency, airline employees shall follow terminal operator and Port Authority Police instructions for emergency procedures.

21.1.4 In case of a security emergency, airline employees and contract employees shall at the direction of the Port Authority Police and the Transportation Security Administration (TSA) clear gates, boarding areas, and holding areas of all people (passengers, employees and other airport visitors) in a safe orderly, and efficient manner, and direct them to the nearest security checkpoint exit (or to the nearest emergency exit in the event of a fire emergency).

21.1.5 In case of a gate emergency involving an aircraft with passengers on board, airlines and FAA emergency procedures shall apply.

21.1.6 Airlines shall at all times have an on-duty employee designated as an "Emergency Representative" who shall communicate effectively with the Port Authority Police, the TSA, the terminal operator and customers and as applicable with Customs and Border Protection (CBP) to coordinate a safe orderly and efficient evacuation in the event of an emergency situation.

21.1.7 The Emergency Representative shall communicate and coordinate effectively with the TSA, CBP, terminal operators, and the Port Authority Police to inform airport customers of the nature of the emergency and to ensure airport customer essential needs are met.

21.1.8 After a departure emergency situation subsides, the Emergency Representative shall provide the Port Authority Police and the TSA flight departure information to effectuate an orderly and efficient re-screening of passengers according to the priority of departing flights.

21.1.9 After an arrival emergency situation subsides, the Emergency Representative shall provide the Port Authority Police, terminal operator and as applicable Custom and Border Protection, arrival information to effectuate an orderly and efficient deboarding and clearance of passengers, and what is being communicated to other airport customers waiting in the baggage claim area.

21.1.10 International arriving passengers and flight crewmembers that have been cleared through Federal Inspection Services (FIS), shall be directed to proceed with all other customers and employees when evacuating the premises, as established in the CBP Continuity of Operations Plan. (COOP).

21.1.11 International arriving passengers and flight crewmembers that have not yet been cleared through FIS, shall be evacuated in a manner established by the CBP's COOP. The Port Authority will be provided with such plans, by the CBP, on an annual basis.

21.2 Airport Tenant Responsibilities

21.2.1 All airport tenants shall be knowledgeable in terminal emergency and evacuation procedures.

21.2.2 All employees of airport tenants shall be familiar with airport emergency procedures.

21.2.3 In case of fire, power outage or natural disaster emergency, airport tenant employees shall follow Port Authority Police, or terminal operator instructions for emergency procedures.

21.2.4 In case of a security emergency situation, airport tenants shall clear their leased space of all customers and employees in a safe, orderly, and efficient manner, and direct them to nearest security checkpoint exit (or to the nearest emergency exit in the event of a fire emergency).

21.2.5 Airport tenants shall at all times have an on-duty employee designated as an "Emergency Representative" who will communicate effectively with Port Authority Police, TSA, CBP, the terminal operator and airport customers to coordinate a safe, orderly, and efficient evacuation of the airport tenant's leased space in the event of an emergency situation.

21.3 TSA Responsibilities

21.3.1 The TSA employees shall be knowledgeable in terminal emergency procedures.

21.3.2 All TSA employees shall be knowledgeable of all airport emergency procedures. Given that TSA employees may work at a number of security checkpoints throughout the Port Authority Airport system, TSA employees must be familiar with the airport emergency procedures at all terminals for each airport.

21.3.3 In case of a security emergency situation, TSA employees shall coordinate with the Port Authority Police and direct all airport customers and employees through the security checkpoint exit (or to the nearest emergency exit in the event of a fire emergency) in a safe, orderly, and efficient manner.

21.3.4 In case of fire, power outage or natural disaster emergency, the TSA shall coordinate emergency procedures with the Port Authority Police and the terminal operator to ensure an efficient and orderly evacuation and re-screening of airport customers and employees and follow departure service resumption process. (See Standard 21.8)

21.3.5 TSA employees shall communicate effectively with airlines, terminal operators, and the Port Authority Police to inform airport customers of the nature of the emergency and to ensure airport customer essential needs are met.

21.3.6 After the emergency situation subsides, TSA employees shall communicate effectively with airline Emergency Representatives, terminal operators, and the Port Authority Police to effectuate an orderly and efficient security checkpoint re-screening process according to the priority of departing flights.

21.4 Terminal Operator Responsibility

21.4.1 All terminal operator and Port Authority employees shall be knowledgeable with terminal emergency procedures.

21.4.2 All terminal operator and Port Authority employees shall be knowledgeable with airport emergency procedures relating to their terminal.

21.4.3 In case of fire emergency, power outage or natural disaster emergency, the terminal operator and Port Authority employees shall coordinate evacuation procedures with Port Authority Police, airlines, TSA, airport tenants, CBP to ensure an efficient and orderly evacuation and resumption of services.

21.4.4 In the event of extended terminal services disruption caused by fire, power outage or natural disaster, the terminal operator and the Port Authority shall implement contingency plans in coordination with Port Authority Police, TSA, airlines, CBP and airport tenants.

21.4.5 In case of a security emergency situation, terminal operator and Port Authority employees shall at the direction of the Port Authority Police direct all airport customers and employees through the security checkpoint exit (or to the nearest emergency exit in the event of a fire emergency) in a safe, orderly, and efficient manner.

21.4.6 The terminal operator or Port Authority shall at all times have an on-duty employee designated as the "Emergency Representative" who will coordinate with Port Authority Police, TSA, airline, CPB and airport tenant emergency representatives during an emergency situation.

21.4.7 The terminal operator shall make frequent public announcements using the public address system (or an alternative method if a public address system is unavailable) to inform airport customers of the nature of the emergency and the steps airport customers must take to remain safe during the emergency period.

21.4.8 When the emergency situation subsides and clearance has been given to terminal operator to re-enter the terminal, the terminal operator shall immediately inform customers of the process to return safely to the terminal areas.

21.4.9 When applicable, airlines, terminal operators, Port Authority and airport tenants shall keep airport customers and employees informed by other communication methods, including but not limited to Flight Information Display System (FIDS), website, emails and mobile phones.

21.4.10 By the end of January each year, terminal operators shall submit the most up-to-date safety and evacuation plan for the terminal to the Port Authority, including the emergency contact listing, name, phone and title.

21.4.11 Terminal operator's safety and evacuation plans shall be terminal specific to meet the needs of customers, employees, airlines and tenants operating in that facility.

21.5 Communication and Public Announcements

21.5.1 Terminal operators shall keep airport customers informed during emergency situations. Terminal operators shall maintain clear and effective communication with airport customers during emergency situations by, among other methods, frequent public announcements, FIDS and other communication methods as to the nature and seriousness of the emergency, the steps airport customers must take to get to safety, and the steps airport customers must take to reenter the building/terminal when the emergency situation subsides.

21.6 Directions and Assembly Locations

21.6.1 Terminal operators and the Port Authority shall identify all entry and exit points in the terminals, parking garages, and AirTrain stations where airport customers and employees are to assembly in case of an emergency.

21.6.2 Emergency evacuation markings are to be consistent with Port Authority sign and building code standards.

21.6.3 Airport employees shall be aware of emergency situation assembly locations as delineated in emergency evacuation plans and shall give airport customers clear and concise directions to assembly locations during emergency situations.

21.6.4 In the event of an alarm for fire, all customers and tenants must exit the terminal building as directed by the appropriate emergency response representative until the arrival of the Port Authority Police incident commander at the nearest terminal exit. It is noted that the nearest terminal exit may place passengers and employees on the tarmac and Emergency Representatives should work with the Port Authority Police to ensure that passengers and employees remain in a safe location on the airside.

21.6.5 If the nearest terminal exit places passengers and employees on public roadways, an Emergency Representative should work with the Port Authority Police to ensure the assembly areas are safe for passengers and employees to remain and allow for adequate access for emergency vehicles.

21.6.6 In the event of power outage or natural disaster requiring immediate evacuation of the terminal or a portion thereof, clear and frequent instructions shall be communicated to the customers and employees until the affected premises have been fully evacuated.

21.6.7 In the event of a security emergency, all customers and tenants must exit the sterile area. Customers and tenants may therefore remain in non-secure areas such as ticketing and domestic baggage claim areas rather than exiting the terminal building.

21.7 Departure Service Resumption Process

21.7.1 When the emergency situation subsides to the point where departure service resume, employees and departing customers must be re-screened at the security checkpoint before re-entering the sterile area of the terminal. Employees and passengers shall be re-screened n an orderly and efficient manner. Employees that are essential for service to resume shall be re-screened according to the priority of departing flights.

21.8 Departure Service Resumption Process

21.8.1 When the emergency situation subsides to the point where arrival service resumes, airline and airport tenant employees should return immediately to their workstations to expedite the processing of arriving passengers that could have been waiting for extended periods of time on an aircraft.

21.9 Passengers Needing Assistance

- Persons with Reduced Mobility are defined in Standard 19.0

21.9.1 Airport employees shall give priority assistance to persons with reduced mobility while exiting the terminal/airport during emergency situations and upon re-entry to the terminal/airport when the emergency situation subsides.

21.9.2 When required, public announcements shall be made in foreign language(s) and all uniformed airport employees should come to the assistance of Persons with Reduced Mobility in need of special assistance during the evacuation and resumption of services.

21.10 First Aid Assistance

21.10.1 Airport employees shall give priority assistance to people requiring first aid and/or medical attention outside the danger area.

21.10.2 Airport employees shall be knowledgeable of first aid stations in the terminal, and of medical facilities at the airport and shall provide appropriate assistance to airport customers needing medical attention.

ATTACHMENT F

APPROVED PRODUCTS LIST

THE PORT AUTHORITY OF NEW YORK AND NEW JERSEY

OPERATIONS SERVICES DEPARTMENT
INSPECTION & SAFETY DIVISION

APPROVED PRODUCTS LIST

JANUARY 2007

INTRODUCTION

The *Approved Products List (APL)* provides guidance for selecting cleaning and personal care products for use by Port Authority and contractor staff at Port Authority facilities. The Inspection & Safety Division (I&SD) maintains and periodically updates the *APL* as part of the Chemical Product Evaluation Program. The *APL* is distributed semiannually to Port Authority facility managers, supervisors, and other select staff via Outlook. The listing is also available via Port Authority eNet on the Operations Services Department website. The *APL* must be made accessible to cleaning contractor staff to ensure that only the approved products are used at Port Authority and PATH facilities.

Under the Chemical Product Evaluation Program, the I&SD reviews available product information such as the Material Safety Data Sheet (MSDS) and manufacturer labels to determine whether the product can be used safely by PA or contractor staff when used according to the manufacturer's directions. Products that have been reviewed are added to the Port Authority MSDS inventory. Approved cleaning products and personal care products are also added to the *APL*.

Requests for a review of a new product should be directed to George DeFreese (PATC, Zip 43, 201-216-2903, gdefrees@panynj.gov). The product MSDS, Technical Data Sheet, container label, and any other available information describing the use of the product should accompany the request.

Prior to sending a request, staff should first check the *APL* or the Port Authority MSDS inventory database to determine if the product has already been evaluated by I&SD. The MSDS inventory database is available to staff electronically via eNet. Instructions for accessing and using the database are provided in the Appendix, page 69 and on eNet.

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PRODUCTS

AIRPORT APRON CLEANER (Non Phosphates) - Category #4 - Stock #AU0100170

FO 302 CR	- Fine Organics Corp.

AIRPORT RUNWAY CLEANER (Non Acid) - Category #5

HURRISAFE 8035	- PCI of America

ALUMINUM CLEANER - Category #6 - Stock #AU0700050 (1 Gallon)

ALUMINUM WASH - Category #7 - Stock #AU0100830 (1 Gallon) - AU0100840 (30 Gallons)
(Eye protection, impervious gloves and long sleeve work uniforms must be used.)

ENCO ALUMINUM	- Enterprise Chemical & Paper Corp.

AUTOMOTIVE (CAR WASH) SPRAY ON LIQUID WAX - Category #8 - Stock #AU0100825 (55 Gallons)
(Eye protection, impervious gloves and long sleeve work uniforms must be used.)

520 SPRAY WAX	- FPC Metro Corp.
GLIDE	- Armor Research Co.
TURTLE WAX EXPRESS SHINE SPRAY, T-136©	- Turtle Wax, Inc.

AUTOMOTIVE WASHING COMPOUND - LIQUID - Category #9A - Stock #AU0100823 – AU0100815
(55 Gallons)
To evaluate cost effectiveness of these products, vendor must state the recommended dilution ratio of the products. An evaluation of the performance using the recommended dilution must be performed by facility personnel prior to purchase. (Eye protection, impervious gloves and long sleeve work uniforms must be used.)

ARMOR ALL PROTECTANT	- Armor All Products
CAR WASH	- Amway Corp.
FILMEX	- FPC Metro Corp.
FO 976 TA BUS WASH	- Fine Organics Corp.
FO 980A	- Fine Organics Corp.
J-WAX BELIEVE TRAFFIC FILM REMOVER	- Johnson Wax Co.
PENETONE 155	- Penetone Corp.
RMS-16	- FPC Metro Corp.

AUTOMOTIVE WASHING COMPOUND - POWDERED - Category #9B - 35 lb. Drum - Stock #AU0100810
(Eye protection, impervious glove and long sleeve work uniforms must be used.)

ARMOR ALL PROTECTANT	- Armor All Products
HARCO CAR WASH	- Harley Chemicals Div., Concord Chemical Co.
HEAVY DUTY PINK CAR WASH	- Indco Inc.

AUTOMOTIVE WASHING & WAXING COMPOUND - LIQUID - Category #9C - Stock #AU0100825
(55 Gallons)
To evaluate cost effectiveness of these products, vendor must state the recommended dilution ratio of the products. An evaluation of the performance using the recommended dilution must be performed by facility personnel prior to purchase.

CARPET CLEANER - Category #12 - Stock #AU0700140
Make sure that all cleaning material is vacuumed up and no residue is remaining on these surfaces.
(Eye protection, impervious gloves and long sleeve work uniforms must be used.)

10:1 RUG SHAMPOO	- Alfred Chemical Corp.
AIRKEM FOAM TEX	- Airkem Professional Products
BELIEVE IT	- Core Products Co.
C-58 UNIVERSAL CARPET SHAMPOO	- Yonar Labs
CARPET & UPHOLSTERY SHAMPOO	- Betco Corp.
CARPET DETERGENT	- Lever Industrial, Inc.
CARPET STEAM EXTRACTOR CLEANER	- Chloral Group
CHEWING GUM REMOVER	- Twi-Laq Industries, Inc.
CHEWING GUM REMOVER (AEROSOL)	- Spartan Chemical Co.
CLEAN ON THE GO XTRACTION II	- Spartan Chemical Co. Inc.
DRY FOAM RUG SHAMPOO	- Twi-Laq Industries, Inc.
FIBERFORCE PRO SPOTTER	- Janimart Corp.
FIBERFORCE STEAM AWAY	- Janimart Corp.
GLORY	- Johnson Wax Co.
HARCO IN-DEPTH RUG SHAMPOO	- Harley Chemicals Div., Concord Chemicals Co.
LOW FOAM EXTRACTION CLEANER	- Betco Corp.
MAINTENANCE PRO DEFOAMER	- Advantage Marketing Associates

NATURE'S SOLUTION BIO-ENZYMATIC DEODORIZER SPOTTER DIGESTER	- National Chemical Laboratories of PA Inc.
PLUS 5	- Spartan Chemical Co.
PROFESSIONAL CARPET SHAMPOO	- Chemspec
PROFOUND	- Wyandotte Chemicals Co.
RE-NU CONCENTRATED CARPET SHAMPOO	- Sterling Sanitary Supply
REVITALIZE 201 EXTRACTION DETERGENT	- Ecolab Incorporated
ROUND-UP SUPER CONCENTRATE	- Cello Chemical Corp.
RUG & CARPET SHAMPOO	- Chem Creations Inc.
RUG & UPHOLSTERY SHAMPOO	- Amway Corp.
RUG ED CARPET SHAMPOO	- Alfred Chemical Corp.
RUG SHAMPOO CONCENTRATE	- Chloral Group
RUGBEE EXTRACTION PLUS CLEANER	- S.C. Johnson Wax
RUGBEE FOAM SHAMPOO	- S.C. Johnson Wax
RUGBEE TANNIN TREATMENT AND DEBROWNER	- S.C. Johnson Wax
RUG-EEZE	- Mirandy Products, Ltd.
SPRAY N' BUFF CARPET CLEANER	- Cleantronics, Inc.
STEAM PAC 7 1207	- Portion Pac Chemical Corp.
SUN-GLO GUM OFF	- Twi-Laq Industries, Inc.
SYNTHRO 26 RUG SHAMPOO	- Twi-Laq Industries, Inc.
UNBELIEVABLE	- Core Products, Co.

CLEANER, AIR CONDITIONING, EVAPORATOR & CONDENSOR EQUIPMENT - Category #13 – PATH Stock #50422
(Eye protection, impervious gloves and long sleeve work uniforms must be used.)

ARMOR 413 COIL CLEANER	- Armor Research Co.
CALCLEAN	- Calgon Corp.
CHEM-AQUA COIL CLEANER	- National Chemsearch Div. of NCH Corp.
FILTER PLUS SPRAY	- Air Kontrol Inc.

M-OIL FREE #1000	- M-Oil Free Co., Inc.
PENETONE 155	- Penetone Div., Amerace Corp.
QUICK QLEEN #2 A/C CLEANER	- Quick Chemical Co., Inc.

CLEANER, RAILROAD ELECTRICAL EQUIPMENT - Category #14 - PATH Stock #50516
(PATH USE ONLY - SUBJECT TO SPECIAL PRECAUTIONS)

CITRIKLEEN HD-RTU	- Penetone Corp.

DEGREASER, CONCRETE - LIQUID - Category #18A - Stock #AU0100170 (55 Gallons)

ARMOR ALL CLEANER DEGREASER	- Armor All Products
CLEAN ON THE GO ECO DEGREASER	- Spartan Chemical Co. Inc.
DO-ALL #18	- Kwiat Trading Corp.
DUZ-ALL FORMULA 77	- Uncle Sam Chemical Co.
GS-A 6711	- M-Oil Free Co., Inc.
HAMMER	- Finished Surface System, Inc.
HEAVY DUTY DEGREASER, AEROSOL, 3095	- CRC Industries, Inc.
LIGHTENING DEGREASER	- Banner Chemical
MALONE FORMULA 98	- Malone Chemical Co.
MOD ORANGE	- Modern Research Corp.
NATURAL BLUE	- Permatex Industries Corp.
SIMPLE GREEN	- Sunshine Makers, Inc.
SOLVENT CLEANER & DEGREASER	- Amax Corp.
SPRUCE POWER X	- Misco Products Corp.
SW 1000	- Heritage Labs
TOUGH CLEAN TC85 BIODEGRADABLE	- Sprayon Products

DEGREASER, CONCRETE - SOLID - Category #18B

OIL-AWAY	- OIL-AWAY
POUR & SWEEP	- Kem Tech Industries

DEODORIZING - SANITIZING ABSORBENT - Category #19
(Eye protection, impervious gloves and long sleeve work uniforms must be used.)

LIQUICK UNIVERSAL	- IRS Total Recycling
OD-ABII	- J.I. Holcomb Manufacturing Co.
SUPER-SORB INSTANT LIQUID & VOMIT ABSORBENT	- Fresh Products, Inc.
ZEP D-A	- ZEP Manufacturing Co.

DETERGENT, ANTI STATIC - Category #20 - Stock #AU0700200 (1 Gallon) -AU0700210 (8oz. Spray)

DETERGENT, LEAD SPECIFIC - Category #20A - Stock #AU0700500
Used in surfaces contaminated with lead.

LEADISOLV	- LSZ, Inc.

DETERGENT, DISINFECTANT, ODOR COUNTERACTANT - Category #21A -
Stock #AU0700270 (55 Gallons) - AU0700275 (12oz. Spray)
(Eye protection, impervious gloves and long sleeve work uniforms must be used.)

3M BRAND DEODERIZER – FRESH SCENT CONCENTRATE	- 3M Co.
3M NEUTRAL QUAT DISINFECTANT CLEANER	- 3M Co.
3M QUAT DISINFECTANT CLEANER	- 3M Co.
A-33	- Airkem Professional Products
A-33 DRY	- Airkem Professional Products
ABSOLUTE (Pre-measured)	- Walton March Inc.
AIRKEM A-3	- Airkem Professional Products
AJAX ALL PURPOSE CLEANER (Non-Phosphate)	- Colgate Palmolive Co.
ASEPTICARE	- National Labs
BACTI-CHEM DETERGENT DISINFECTANT CLEANER	- National Chemical Laboratories
BANISH-IT "Q"	- Harley Chemicals Div., Concord Chemical Co.
BARCROBE	- Barrier Industries, Inc.

BIO BARRIER PINE D	- Barrier Industries, Inc.
BRITEC TUFF QUAT 301	- Brighton Chem. Co.
CLEAN ON THE GO hdqC 2	- Spartan Chemical Co. Inc.
CLEAN ON THE GO NABC CONCENTRATE 1	- Spartan Chemical Co. Inc.
CONQUEST W/PINE	- Sterling Sanitary Supply Corp.
CONSUME ECO-LYZER	- Spartan Chemical Co. Inc.
DEPOT PAC 5 AIR FRESHNER-ODOR COUNTERACTANT	- Portion Pac Chemical Corp.
ECOTRU PROFESSIONAL	- EnviroSystems, Inc.
FORWARD DC	- S.C. Johnson Wax
FRESH & CLEAR	- Puritan/Churchill Chemical Co.
ISOPROPYL ALCOHOL	- Twi-Laq Industries, Inc.
LYSOL BRAND DISINFECTANT BULK	- National Laboratories
LYSOL BRAND DISINFECTANT SPRAY	- National Laboratories
MALONE NO. 76	- Malone Chemical Co.
MALONE NO. 81	- Malone Chemical Co.
MICROCIDE ALPHA	- Chloral Group
NI-712 ORANGE AND STRAWBERRY	- Neutron Industries, Inc.
OPTICALLY ENERGIZED NEUTRAL PH DETERGENT	- Betco Corp.
PINE #3	- Crystal Chemical Corp.
PINE ODOR DISINFECTANT	- National Chemical Laboratories of PA, Inc.
PINE SOL BROAD SPECTRUM FORMULA	- American Cyanamid Corp.
QUAT #2	- Enterprise Chemical and Paper
QUICK FILL 310	- Ecolab Incorporated
QUICK FILL 930	- Ecolab Incorporated
RID-O-GERM PINE OIL DISINFECTANT NO. 5	- CMC Laboratories
SANIKLEEN	- Penetone Div., Amerace Corp.
SANISCREEN W/ CLEANER BLOCK	- Fresh Products, Inc.

SOIL SCREEN GERMICIDAL DISINFECTANT	- Dymon Inc.
SSS COMMANDAIR MICRO AEROSOL REFILLS	- Triple S
SURFACIDE 6	- Walton March Inc.
TASKI SANOFRESH	- Lever Industrial, Inc.
TUFFY MINT DISINFECTANT	- Brighton Chem. Co.
TUFFY PINE DISINFECTANT TYPE 303	- Brighton Chem. Co.
VANGARD DISINFECTANT SPRAY	- Franklin Cleaning Technology
WELGICIDE	- Twi-Laq Industries

DISINFECTANT, BLEACH - Category #21B – Stock #AU01000565 – AU0100068

AUSTIN A-1 BLEACH	- James Austin Co.
BEACON BLEACH	- Q-Pak Corp.
ELITE PROFESSIONAL BLEACH	- James Austin Co.
ULTRA CLOROX	- Clorox Co.

DETERGENT, LIQUID SYNTHETIC - Category #22A - Stock #AU070030 (55 Gallons)
(Eye protection, impervious gloves and long sleeve work clothes must be used.)

A-BEN-A-QUI	- Gilman Products
ALL PURPOSE CLEANER	- Capital Supply Co.
ALL PURPOSE CLEANER 201	- Chloral Group
APTCO ALL PURPOSE CLEANER	- Buckingham Wax Co.
ARCTIC KLEEN FREEZER CLEANER	- Misco Products Corp.
BASIC H	- Shaklee - R&C Lewis
BIG EASY NON-BUTYL DEGREASER CLEANER	- EMS Brands Products
BLUE PEARL	- Barrier Industries, Inc.
CITRI –CLEAN CITRUS CLEANER / DEGREASER	- Twi-Laq Industries, Inc.
CLEAN SCRUB	- Hillyard Chemical Co.
CMC #100 DETERGENT & WAX STRIPPER	- CMC Laboratories Co., Inc.
CQ-832	- CRC Industries, Inc.

CYCLE – DEGREASE	- Clean Environment Co., Inc.
DAMP MOP	- Spartan Chemical Co.
DART	- Halbro Control Ind.
DO-ALL #18	- Kwiat Trading Corp.
ENCO P.C. CLEANER	- Enterprise Chemical & Paper Corp.
FLOOR CORPS pH NEUTRAL CLEANER (Powder, Portion Control)	- Walton - March, Inc.
GL-CS SPRINGTIME NEUTRAL	- Capital Supply Co.
G-O-E-S	- Purex Industrial
GREEN SUBMARINE CLEANER	- Butcher Co.
GRIMEFYTER	- Realneat Product
GRIME-GO	- Wyandotte Chemicals Co.
GRL	- Cello Chemical Corp.
H2 ORANGE 2 CONCENTRATE 117	- EnvirOx LLC
H2 ORANGE 2 PRODUCTS ALL DILUTIONS	- EnvirOx LLC
H2 ORANGE 2 SUPER CONCENTRATE 112	- EnvirOx LLC
K.P.C. CLEAR PLASTIC CLEANER	- Kleenmaster Products Co.
K99	- Rochester Midland Corp.
KLEENMASTER BRILLIANIZE	- Chemical Products Corp.
LEMON FREE RINSE CLEANER	- Twi-Laq Industries, Inc.
MISTY ALL PURPOSE CLEANER	- Amrep, Inc.
MULTI-PURPOSE CLEANER	- Scott Sani-Fresh Int.
NATURAL BEAUTY HARD SURFACE CLEANER	- Dynasurf Chemical Corp.
NEUTRAL FLOOR CLEANER	- Scott Sani-Fresh Int.
NEUTRO JEL 110R	- Selig Chemical Industries
NEVER RINSE	- Puritan/Churchill Chemical
NU-VIEW NEUTRAL CLEANER	- Bunzl Corp.
PDQ	- Dynasurf Chemical Corp.
PINE GOLD	- Barrier Industries, Inc.

RAM ALL PURPOSE CLEANER	- Ram Enterprises
RELKEM 99	- Barrier Industries, Inc.
ROYAL FLUSH	- Chloral Group
RT6	- Mirandy Products, Ltd.
SASSAFRAS ALL PURPOSE CLEANER	- Twi-Laq Industries, Inc.
SEVENTY 7	- Purex Industrial
SIMPLY ROYAL	- Alfred Chemical Corp.
SPEEDBALL HEAVY DUTY SPRAY CLEANER	- The Butcher Co.
SPRAY IT CLEAN	- Twi-Laq Industries, Inc.
SSS HEAVY DUTY CLEANER	- Triple S
STONE-GLO MARBLE/TERRAZZO CLEANING CONCENTRATE	- Twi-Laq Industries, Inc.
STRIDE READY-TO-USE	- S.C. Johnson Wax
SUNBATH DEODORIZING CLEANER	- Butcher Co.
SUN-GLO CITRUS ALL CLEANER	- Twi-Laq Industries, Inc.
SUN-GLO HEAVY DUTY DEGREASER	- Twi-Laq Industries, Inc.
SWIFFER ADVANCED CLEANER	- Proctor & Gamble
SWIFFER ADVANCED OR WOOD CLEANER	- Proctor & Gamble
SWIFFER MOISTENED FLOOR WIPES	- Proctor & Gamble
SWIFFER WOOD CLEANER	- Proctor & Gamble
SYNCO	- Banner Chemical Corp.
T.M.T.-L (Tile, Marble & Terrazzo Liquid)	- Chloral Group
THE NATURAL SUPER ORANGE CLEAN	- Clean Environment Co., Inc.
TOP CLEAN	- Hillyard Chemical Co.
TOP FLITE FLOOR & SURFACE DETERGENT	- Betco Corp.
TOUGH DUTY	- Spartan Chemical Co.
TUFF CLEAN	- Brighton Chemical Co.
ULTIMATE ALL PURPOSE CLEANER	- Bunzl Corp.
UNIKLEEN	- Enterprise Chemical Corp.

UNITED 550 PURPLE	- United Laboratories
VALUE	- Scot Chemicals
ZEP ALL PURPOSE CLEANER & DEGREASER	- Zep Commercial
ZEP ORANGE GEL DEGREASER	- Zep Manufacturing

DETERGENT, LIQUID BIOREMEDIATION SURFACE CLEANER – Category #22B

BIOREM-2000 SURFACE CLEANER	- Clift Industries, Inc.
JAWS SC	- Kem Tech Industries

DETERGENT, STEAM JENNY - Category #24A - Stock #AU0700600 (5 Gallons) - AU0700610 (55 Gallons)
(Eye protection, impervious gloves and long sleeve work clothes must be used.)

LIGHTNING STEAM-AWAY CLEANER	- Banner Chemical
STEAM SOFT	- Darm Incorporated

DRAIN CLEANER – Category #26A

GREASE AWAY	- American Industrial Supply, Inc.

DRAIN CLEANER ENZYMATIC TYPE - Category #26B
(Eye protection, impervious gloves and long sleeve work clothes must be used.)

ACTIVATOR 5000	- Barlyn Chemical
BAN-ZYME LIQUID BA0100335 (1 Gallon) – BA0100336 (55 Gallons)	- Banner Chemical Co.
DRAIN BUG	- American Wax Co., Inc.
ENVIRO-ZYME GT POWDER Stock #BA0100320 (8oz. Package)	- Enviro-Zyme Inc.
ENZY SUPER	- Prestige Laboratories, Inc.
ENZYMATIC-DRAIN CLEANER	- Mirandy Products, Ltd.
THE CLEANER	- Spartan Chemical Co.

FLOOR FINISH, METALLIC INTERLOCK (SCRUBBABLE) - Category #28 - Stock #AU0100210
(55 Gallons)

20/20 VISION	- Barrier Industries, Inc.
AMWAY FLOOR POLISH	- Amway Corp.

AMWAY FLOOR WAX	- Amway Corp.
APTCO TOUCHDOWN FLOOR FINISH	- Buckingham Wax Co.
CAREFREE	- S.C. Johnson & Son, Inc.
CHEM FLOOR FINISH	- Chemical Creations, Inc.
CLEAR SPRAY BUFF	- Russall Products Co., Inc.
COMMANDER	- Cello Chemical Corp.
COMPLETE	- Johnson Wax Co.
CORNERSTONE FLOOR SEALER FINISH	- 3M Co.
EARL'S 20% SOLIDS FLOOR FINISH	- John A. Earl, Inc.
EARL'S 25% SOLIDS FLOOR FINISH	- John A. Earl, Inc.
EARL's 4000A (SCRUBBABLE)	- John A. Earl, Inc.
EASY LAY FLOOR FINISH	- Multi-Development Enterprises
ENCO SUPREME B RBR	- Enterprise Chemical & Paper Co.
ENSURE	- Penetone Div., Amerace Corp.
FAST TRACK ULTRA WEAR FLOOR FINISH	- Janimart Corp.
FLOORTASTIC	- Realneat Products
GLOSS RETENTION FLOOR FINISH	- John A. Earl, Inc.
KROME-KOTE (Formerly KINGKOTE)	- Rochester Midland
LEGENDARY	- Puritan/Churchill Chemical Co.
LITHOFIN PSI-PREMIUM SILICON IMPREGNATOR	- VIC Industrial Corp.
LS-2000	- Masury Columbia Co.
MAR SEAL	- Prestige Laboratories
MASTERPIECE HIGH GLOSS FLOOR FINISH	- National Laboratories
ON AN'ON	- Spartan Chemical Co. Inc.
PERMA SHIELD (Enseel Acrylic Sealer & Under Coater)	- National Chemical Laboratories of PA, Inc.
PERMA SHINE (Brite Eyes Wet Look Premium Grade Floor Finish)	- National Chemical Laboratories of PA, Inc.
PLAZA	- Johnson Wax Co.

ROYAL BUFF	- Chloral Group
ROYAL TREATMENT	- Chloral Group
SPIT SHINE ULTRA HIGH SPEED KLEEN & BARNISH	- Janimart Corp.
SPRINT	- S.C. Johnson Wax
STONE MEDIC MARBLE POLISHING COMPOUND	- VIC Industries Corp.
SUN-GLO EVERLAST HI-SPEED FLOOR FINISH	- Twi-Laq Industries, Inc.
SUN-GLO PROMISE FLOOR FINISH	- Twi-Laq Industries
SUNNY-SIDE	- Spartan Chemical Co.
SUPER GLOSS FLOOR FINISH #23	- Sterling Sanitary Supply Co.
SUPER POLYMER FLOOR FINISH	- Burke Supply Co.
TOTAL FLOOR FINISH	- Twi-Laq Industries
TRAFFIC	- Mirandy Products, Ltd.
TRAFFIC 25	- Prestige Laboratories
TRILINC	- Spartan Chemical Co. Inc.
TUFF STUFF FLOOR FINISH	- Brighton Chemical Co.
ULTRA GLOSS FLOOR FINISH	- Envirochem, Inc.
VICTORY	- Cello Chemical Corp.
VITA FLOOR ARREST BUFFABLE FINISH	- Airkem Professional Products
ZAP (Floor Finish Maintenance & Neutral Cleaner)	- National Chemical Laboratories of PA, Inc.

FLOOR CLEANER (RESILIENT TILE STRIPPER) - Category #29A - Stock #AU0700480 (55 Gallons)
(Eye protection, impervious gloves and long sleeve work clothes must be used.)

APTCO STRIPPER	- Buckingham Wax Co.
ARMOR ALL CLEANER DEGREASER	- Armor All Products
BLUE STRIP	- Chloral Group
BRAVO EXTRA HEAVY DUTY STRIPPER	- S.C. Johnson & Son, Inc.
BREAK-THRU REEMULSIFIER	- Chloral Group
CHAMPION BASEBOARD CLEANER & FLOOR STRIPPER	- Chase Products Co.

CHEM WAX STRIPPER	- Chem Creations, Inc.
CLEAN ON THE GO DAMP MOP	- Spartan Chemical Co. Inc.
CONCENTRATED FLOOR CLEANER	- Lever Industrial, Inc.
CONSUME MICRO-MUSCLE	- Spartan Chemical Co. Inc.
EASY PAKS NEUTRAL CLEANER	- Drackett Professional/S.C. Johnson
ENCO FORMULA NO. 200	- Enterprise Chemical & Paper Co.
ENCO TYPHOON CLEANER	- Enterprise Chemical & Paper Co.
FLOOR CLEANER 2000 PLUS	- Tennant Co.
FULL STRIP	- Fuller Brush Co.
G.C. STRIPPER	- W.B. McVicker Co.
HEAVY DUTY STRIPPER	- Dynasurf Chemical Corp.
INSTANT MILDEW REMOVER/BATHROOM CLEANER	- Betco Corp.
LESSWORK DETERGENT	- Banner Chemical Co.
LOW FOAM EXTRACTION CLEANER	- Betco Corp.
MODIFIED ONE-STEP SPRAY POWER	- Sterling Sanitary Supply Co.
MOP PAC LITE S4 1804 NEUTRAL FLOOR CLEANER	- Portion Pac Chemical Corp.
MOP PAC LITE 4 1804 NEUTRAL FLOOR CLEANER	- Portion Pac Chemical Corp.
NAD-75	- Spartan Chemical Co.
ON & OFF BASEBOARD CLEANER	- Cello Chemical Corp.
POWERTONE	- Penetone Div., Amerace Corp.
PRIME TIME	- Walton March Inc.
SCRUB	- Mirandy Products, Ltd.
SOILSCREEN ALL PURPOSE NEUTRAL FLOOR CLEANER	- Dymon Inc.
SQUARE ONE	- Spartan Chemical Co.
STEP OFF	- S.C. Johnson & Son Inc.
STRIPPIT	- Misco International Chemical, Inc.
SUNDANCE FLOOR CLEANER	- Butcher Co.
SUN-GLO BASE STRIP	- Twi-Laq Industries, Inc.

SUN-GLO HOT STRIPPER	- Twi-Laq Industries, Inc.
SUPER STRIP II	- Barrier Industries, Inc.
TILE & TERRAZZZO RECYCLING CONCENTRATE 9650	- Tennant Co.
TUFFY PINE SCRUB	- Brighton Chemical Co.
VITA FLOOR CLEANER	- Airkem Professional Products
WYANDOTTE FLOOR STRIPPER	- Wyandotte Chemicals Co.

FLOOR SEALER - Category #29B
(Eye protection, impervious gloves and long sleeve work clothes must be used.)

DE-FENSE	- Purex Industrial
EXCEL	- Purex Industrial
SUN-GLO ACRYLIC FLOOR SEALER	- Twi Laq Inc.
TOP GUARD READY TO USE	- Top Guard Products

FLOOR SEALER (CONCRETE) - Category #30
(Eye protection, impervious gloves and long sleeve work clothes must be used.)

SUPER GUARD	- Purex Industrial

FURNITURE POLISH (AEROSOL) - Category #31A - Stock #AU0100430 (14oz.)
(Eye protection, impervious gloves and long sleeve work clothes must be used.)

AWARD FURNITURE POLISH	- Ecolab Incorporated
BEESWAX FURNITURE POLISH	- Midco Products Co., Inc.
CHAMPION LEMON FURNITURE POLISH	- Chase Products Co.
EARL'S WAXING, DUSTING, CLEANING POLISH	- John A. Earl, Inc.
FIRST CLASS FURNITURE POLISH	- Franklin Cleaning Technology
GUARDSMAN INSTITUTIONAL POLISH	- Colgate Palmolive Co.
LEMON SPEEDWAX	- Purex Industrial
LONG LIFE SURFACE REJUVENATOR	- Sterling Sanitary Supply Co.
PLEDGE	- S.C. Johnson Wax
SILKY FURNITURE & EQUIPMENT POLISH	- The Butcher Polish Co.

GRAFFITI REMOVER (AEROSOL AND BULK) - Category #31B - Stock #AU0100595 (1 Gallon)
PATH Stock #933
(Eye protection, impervious gloves, and long sleeve work clothes must be worn. - Do not use in an enclosed area.)

BUST RUST	- Jet-Aer Corp.
GG-80 GRAFFITI REMOVER	- Polytech
GRAFFITI PRO-TECTION PLUS	- Pro-Kote Industries
KICK	- Visual Pollution Tech, Inc.
MC 800 SO-SAFE LIQUID GRAFFITI REMOVER	- HILTI Construction Chemical, Inc.
MC 850 SO-SAFE SPRAYABLE GEL GRAFFITI REMOVER	- HILTI Construction Chemical, Inc.
MOTSENBOCKER'S LIFT OFF #3	- Motsenbocker's Lift Off
MOTSENBOCKER'S LIFT OFF #4 SPRAY PAINT GRAFFITI REMOVER	- Motsenbocker's Lift Off
NAVITONE	- Penetone Div., Amerace Corp.
OFF GRAFFITI REMOVER	- American Industrial Supply, Inc.
SIMPLE GREEN	- Sunshine Makers, Inc.
ULTRA CLEAN GRAFFITI BLASTER-17614, 17601, 17605, 17754	- Roman Adhesives, Inc.
ULTRA CLEAN GRAFFITI BLASTER-17801, 17805, 17854	- Roman Adhesives, Inc.
WORKFORCE ALL PURPOSE ABSORBENT	- Marcal Paper Mills, Inc.

GREASE & OIL ABSORBENTS - Category #32 - Stock #AU0100230, AU0100237
(Contact Materials Engineering Division concerning disposal of spent material.)

ALL PURPOSE FLOOR ABSORBENT	- Sud-Chemie Absorbents, Inc.
CLEAN SWEEP	- Kem Tech Industries
DRI-WHITE	- Meridian Petroleum
DRI-ZORB	- DMS&D Associates, Inc.
FLOOR DRY	- Eagle Picher Co.
HI-DRI FLOOR ABSORBENT	- Waverly Minerals, Inc.
HTP	- American Products, Inc.
MAGIC SORB	- ITW Devcon, Environmental Systems
OCLANSORB- for chemical spills only	- Hi-Point Peat Limited

OIL DRI	- Oil Dri Corp.
PEAT SORB OIL ABSORBENT - for oil spills only	- E Global Solutions, Inc.
PS 3200 PART #3111 (PETRO EATER IN BOOM FORM)	- Environmental Connections, Inc.
SOLS SPEED DRY	- Engelhard Minerals & Chemicals Corp.
ZORB ALL	- Diversey Wyandotte

FLOOR CLEANER, SWEEPING COMPOUND – Category #32A

KLEEN SWEEP	- Akona, LLC

HAND CLEANER, CREAM (WITH LANOLIN & GERMICIDE) - Category #33 - Stock #AU0700070

ALCARE FOAMED ALCOHOL	- Calgon Vestal Laboratories
GOJO LOTION CREAM SOAP	- GOJO Industries
HARLEY CREAM MEDIC	- Harley Chemicals Div., Concord Chemicals Co.

HAND CLEANER, LIQUID - Category #36 – Stock #AU0700073, AU0700084

010 HAND CLEANER	- A.W. Chesterton Co.
ANTI MICROBIAL PINK LOTION SOAP	- Bedford Chemical Division Ferro Corp.
CELLO LIQUID HAND CLEANER #78	- Cello Chemical Corp.
CORMATIC ANTISEPTIC HAND SOAP	- Georgia Pacific
CORMATIC FOOD PROCESSING HAND WASH	- Georgia Pacific
CORMATIC FROST LEMON SOAP	- Georgia Pacific
CORMATIC MIGHTI-SCRUB HAND SOAP	- Georgia Pacific
CORMATIC PINK PEARL HAND SOAP	- American Paper Towel Co.
DERMA MAX ANTIMICROBIAL SKIN CLEANER	- Amerclean Systems, Inc.
DERMA MAX INSTANT SKIN SANITIZER	- Amerclean Systems, Inc.
DERMA PRO LOTION SOAP	- GoJo Industries
FORMULA 86 - 15% HAND SOAP	- Malone Chemical Co.
FORMULA 87 – LOTIONIZED SOAP	- Malone Chemical Co.

HAND CLEANER, ANTISEPTIC	- NCH Corp.
HARCO 37% COCONUT	- Harley Chemicals Div., Concord Chemical Co.
LIQUID HAND SOAP	- Chloral Group
LTS LOTION SOAP	- Calgon Corp. - Commercial Div.
LURON LOTION HAND CLEANSER	- U.S. Borax and Chemical Corp.
MIGHTY SCRUB (HEAVY DUTY USE ONLY)	- American Paper Towel Co.
PALMETTO (Formerly Balma)	- Rochester Midland
PINK LOTION SOAP	- Kutol Products
PINK LOTION SOAP/CAPCO COCONUT LIQUID HAND SOAP	- Harley Chemicals
PINK VELVET HAND SOAP	- Alfred Chemical Corp.
POWER GOLD HAND CLEANER W/CRUSHABLES	- GoJo Industries, Inc.
RICHFOAM LIQUID HAND SOAP - 15%	- W.B. McVicker Co.
SANIGIZER	- Ecolab Inc.
SOFT TOUCH HAND SOAP	- Barrier Industries
SPECIAL CASTILE SOAP	- Penetone

HAND CLEANER, LOTION - Category #37

COCONUT OIL HAND SOAP	- Twi-Laq Industries, Inc.
EPICARE LOTION SOAP	- Ecolab Incorporated
GL CS 91284 LOTION HAND SOAP	- Russall Products Co., Inc.
INDUSTRIAL CREAMEDIC	- Harley Chemicals Div., Concord Chemical Co.
KRESTO EF	- Stockhausen, Inc.
PENETONE HAND CLEANER	- Penetone Division
PINK LOTION HAND SOAP	- Twi-Laq Industries, Inc.
SBS-61	- Deb SBS, Inc.
SLIMLINE PINK PEARL LOTION HAND CLEANER	- Kutol Products Co.

HAND CLEANER, POWDERED - Category #38A - Stock #AU0100460 (300lb. Drum)

BORAXO	- U.S. Borax Co.
LAN-O-KLEEN PLUS	- Penetone Division
PAX-LANO-SAV	- Calgon Corp.

HAND CLEANER, POWDERED (WITH LANOLIN) - Category #38B - Stock #AU100465 (5lb. Box)

APTCO SUPERIOR HAND CLEANER W/LANOLIN	- American Paper Towel Co.
BORA-SOLV	- Sanitary Soap Co., Inc.
GENTLE GIANT	- National Milling & Chemical Co.
M-1	- Mione Manufacturing Co.

HAND CLEANER, WATERLESS - Category #39 - Stock #AU0700060 – AU0700080 - PATH Stock #0276

BLUE LABEL	- DL Group, Banite Inc.
MAGNUS WATERLESS HAND CLEANER	- Magnus Chemical Division
PAX-SOLV	- Calgon Corp.
SBS-30 WATERLESS SKIN CLEANSER	- Deb SBS, Inc.

INSECT REPELLENT - Category #42
Contains between 20 and 30% DEET (N, N-Diethyl-meta-Toluamide)

ANILEATOR INSECT REPELLENT (4-oz Pump Spray) (Stock #AU0100095)	- Hilton Head Laboratories
ANILEATOR INSECT REPELLENT (Towelette) (Stock #AU0100096)	- Hilton Head Laboratories
BUG BAND INSECT REPELLENT (Towelette) (Does not contain DEET) (Stock #AU0100096)	- EES, Inc.
BUG BARRIER II (6-oz Spray Can) (Stock #AU0100090)	- ARI
CUTTER ADVANCED (6-oz Pump Spray) (Does not contain DEET) (Stock #AU0100080)	- Spectrum Brands, Inc.
CUTTER ADVANCED (Towelette) (Does not contain DEET) (Stock #AU0100085)	- Spectrum Brands, Inc.
CUTTER BACKWOODS REPELLENT (4-oz. Pump Spray) (Stock #AU0100095)	- Spectrum Brands, Inc.

CUTTER OUTDOORSMAN INSECT REPELLENT LOTION (1-oz. Bottle) - Spectrum Brands, Inc.
(Stock #AU0100092)

MISTY INSECT REPELLENT II (6-oz Spray Can) - Amrep, Inc.
(Stock #AU010090)

OFF DEEP WOODS INSECT REPELLENT (Pump Spray) - S. C. Johnson & Son
(Stock #AU0100098)

REPEL "SPORTSMEN" INSECT BLOCK 29 (6.5-oz Spray Can) - Wisconsin Pharmacal Co.
(Stock #AU0100098)

METAL CLEANER & POLISH - Category #43 - Stock #AU0100410 (1 Gallon)
(Eye protection, impervious glove and long sleeve work clothes must be used.)

3M DESK & OFFICE CLEANER - 3M Co.

BROWN METAL POLISH 505 - Buckingham Wax Co.

LIME AWAY ACIDIC CLEANER - Ecolab

MEDALLION METAL POLISH - Ecolab

MISTY MULTIPURPOSE CLEANER & POLISH UVX - Amrep, Inc.

MISTY SPRAY CLEANER & POLISH - Amrep, Inc.

NOXON - Boyle-Midway, Inc.

OZ CREAM POLISH - H. Behlen & Bro.

RESTORO POLISH 00 SMOKE - Restoro Polish Co.

METAL CLEANER, WATER EMULSION PAINTED SURFACES METALS, PLASTICS - Category #44 – Stock #AU0100440 (1 Gallon) - PATH Stock #4419
(Eye protection, impervious gloves and long sleeve work clothes must be worn.)

NU-SHEEN - Nu-Sheen Product Co.

ODOR CONTROL CHEMICAL - Category #45 - Stock #AU0100100 (10oz. Block) – #AU0700285 (14oz. Tube)

AIRKEM GOLD LABEL SOLIDAIRE - Airkem Professional Products

AQUATOC - Ecolab Incorporated

AQUATOC (BULK) - Airkem Professional Products

AQUAZYME - Packard Industries, Inc.

AQUINOC (BULK) - Airkem Professional Products

BIG D- D'VOUR	- Big D Industries, Inc.
BRITEC BLUE MIST	- Brighton Chem. Co.
CHERRY BLOSSOM DEODORIZER & CLEANER	- Burke Supply Co.
CLEAN ON THE GO SMOKE & ODOR ELIMINATOR	- Spartan Chemical Co. Inc.
CORMATIC WINTER MINT	- Georgia Pacific Corp.
ERASE	- Geritrex Corp.
GOLD LABEL LIQUID	- Airkem Professional Products
GOLD LABEL MIST (Aerosol)	- Airkem Professional Products
GREEN LABEL LIQUID	- Airwick, Reckitt Benckiser
MULTI-CLEAN ODOR OUT	- Minuteman International, Inc.
NILIUM WATER SOLUBLE DEODORIZER	- Nilodor Inc.
RUGBEE CARPET & ROOM DEODORIZER	- S.C. Johnson & Son
SOLIDAIRE GOLD LABEL (SOLID)	- Airkem Professional Products
SOLIDAIRE RED LABEL (SOLID GEL)	- Airkem Professional Products
SPRAY N' FRESH	- Fuller Brush
SUPERIOR ODOR CONTROL	- Force Chemical, Inc.

RODENTICIDES - Category #52

RUNWAY ICE CONTROL - Category #53A

CLEARWAY 1	- Clearway, LLC.
CRYOTECH NAAC DEICER	- Cryotech Deicing Technology
OCTAMELT	- Octagon Process, Inc.

GENERAL ICE CONTROL - Category #53B

CALCIUM CHLORIDE PELLETS 90	- Dow Chemical Co.
DE-ICER 821	- Penetone Division, Amerace Corp.

ICE MELT RINSING COMPOUND - Category #53C

PROLONG	- Armor Research Co.

RUST INHIBITOR - Category #54

RUST REMOVER - Category #55

SKIN CREAM, PROTECTIVE - Category #57 - Stock #AU0100480
(FOR NON-AQUEOUS IRRITANTS)

DERMA PLUS	- Acutech Industries, Inc.
DERMA SHIELD	- Acutech Industries, Inc.
FASTEX B4 HAND BARRIER CREAM	- Glenveigh Developments Limited
PROTECTIVE CREAM 411	- Penetone Corp.
SBS-46	- Deb SBS, Inc.

SUNSCREEN - Category #57A – Stock #AU0100490

SOLAR GUARD SUNSCREEN TOWEL	- ITW Dymon
SUN SENSE SPF-15 TOWELETTE	- Solar Care Inc.

MOISTURIZER - Category #57B – Stock #AS0700080

LUROSOOTHE LOTION MOISTURIZING HAND CREAM	- The Dial Corp.
ONOX HAND CREAM	- Onox, Inc.

AEROSOL - Category #57C

EXADERM AEROSOL	- NCH Corp.

SPENT-FULLER'S EARTH - Category #59

SPOT CLEANER, UPHOLSTERY & CARPET - Category #61B
(Eye protection, imperious gloves and long sleeve work clothes must be worn.)

4OUR BROWN SPOT & STAIN REMOVER	- Cleantronics, Inc.
5IVE RUST AWAY	- Cleantronics, Inc.
6IX TURBO CLEANER COFFEE REMOVER &PRE-SPRAY	- Cleantronics, Inc.
HOST & PREP	- Racine Industries, Inc.
HOST & SPOT REMOVER FOR CARPET	- Racine Industries, Inc.

HOST DRY CARPET CLEANER	- Racine Industries, Inc.
PROFESSIONAL SPOT PREP	- Cleanmaster
REVITALIZE 101 PRESPRAY/BONNET DETERGENT	- Ecolab Incorporated
REVITALIZE 31 BEVERAGE SPOTTER	- Ecolab Incorporated
RUGBEE ENZYME SPOTTER	- S.C. Johnson Wax
RUGBEE SOLVENT SPOTTER	- S.C. Johnson Wax
SOIL RELEASE #58 PRE-SPRAY	- Sterling Sanitary Supply Co.
STAIN-EX	- Positive Product Laboratories, Inc.
TRAFFIC LANE SPOTTER	- Chloral Group
TRI-TEX	- Airkem Professional Products

SPRAY BUFF PRE-MIXED - Category #62
(Eye protection, impervious gloves and long sleeve work clothes must be worn.)

CAREFREE SHOWTIME SUPERIOR GLOSS SPRAY CLEANER	- Burke Supply Co.
CLEANER SPRAY BUFF	- Russall Products Co., Inc.
EASY TASK RESTORER SPRAY BUFF	- Betco Corp.
LOW AND BEHOLD	- Ecolab Incorporated
MIST & BUFF	- Puritan Chemical Co.
MOP & BUFF FLOOR RESTORER	- Twi-Laq Industries, Inc.
RENU (ReNu Ready To Use Spray Buff Emulsion)	- National Chemical Laboratories of PA, Inc.
ROYAL ENCOUNTERS	- Chloral Group
SNAPBACK	- S.C. Johnson & Son, Inc.
SPIT SHINE ULTRA HIGH SPEEN KLEEN & BURNISH	- Janimart Corp.
SPRAY BUFF	- Cello Chemical Corp.
SPRAY BUFF	- Puritan/Churchill Chemical Co.
SPRAY BUFF	- Spartan Chemical Corp.
SUN-GLO FLOOR RESTORER	- Twi-Laq Industries, Inc.
TUFFY MOP & BUFF	- Brighton Chemical Co.

TUFFY SPRAY BUFF	- Brighton Chemical Co.

SPRAY AND RINSE DETERGENT (CAR WASH) – Category #63 – Stock #AU0100823 (55 Gallons)
To evaluate cost effectiveness of these products, vendor must state the recommended dilution ratio of the products. An evaluation of the performance using the recommended dilution must be performed by facility personnel prior to purchase. (Eye protection, impervious gloves and long sleeve work clothes must be worn.)

FO 976 TA BUS WASH	- Fine Organics Corp.
FO 980A	- Fine Organics Corp.
J-WAX BELIEVE TRAFFIC FILM REMOVER	- Johnson Wax Co.
PENETONE 155 (Stock #BA0100343)	- Penetone Corp.
RMS-36	- FPC Metro Corp.
STRENGTH	- Magnum Research

STAINLESS STEEL CLEANER & WASH – Category #65A
(Eye protection, impervious gloves apron and long sleeve work clothes must be worn.)

BRILLIANCE STAINLESS STEEL WIPES	- Brilliance Holdings, Ltd.
CELLO SLEEK STAINLESS STEEL CLEANER	- Cello Chemical Corp.
DEEP GLOSS (AEROSOL)	- Johnson Wax Co.
HYSHINE – TIFFANY STAINLESS STEEL CLEANER	- Hysan Corp.
METALO STAINLESS STEEL CLEANER	- Twi-Laq Industries, Inc.
NU-SHEEN	- Nu-Sheen Products, Inc.
POWERTONE (BULK) (Stock #BA0100343 – 6 Gallons)	- Penetone Div., Amerace Corp.
SHIMMER (BULK & AEROSOL)	- National Labs
SWELL STAINLESS STEEL CLEANER	- Twi-Laq Industries, Inc.
TRIPLE S STAINLESS STEAL CLEANER	- Triple S

TOILET BOWL CLEANER, LIQUID – Category #66B – PATH Stock #5535
(Eye protection, impervious gloves, apron and long sleeve work clothes must be worn.)

ASTOR SAFETY NON-ACID BOWL CLEANER	- Creative Chemicals, Inc.
BATH GUARD – ACID FREE DISINFECTANT BATHROOM CLEANER	- The Butcher Co.

BATH MATE ACID – FREE WASHROOM CLEANER	- The Butcher Co.
BIG D URINAL BLOCK WITH ENZYME (Non-Para) (Stock #AU0100070)	- BIG D Industries
BOL MAID TOILET CLEANER	- Betco Corp.
BOWL PAC 532 TOILET BOWL & BATHROOM CLEANER	- Portion Pac Chemical Corp.
BOWLAWAY BOWL & BATHROOM CLEANER	- Barrier Industries, Inc.
CAREFREE MILD BOWL & PORCELAIN CLEAN/DISINFECTANT	- Burke Supply Co.
CHARGE BOWL CLEANER	- The Butcher Co.
CREW TUB & TILE CLEANER FOR SOLUTION CENTER	- S.C. Johnson Wax
DISINFECTANT RESTROOM CLEANER	- Scott Sani-Fresh Int.
FORMULA 72 GERMICIDAL ACID BOWL CLEANER	- Malone Chemical Inc.
HI-GENIC	- Purex Industrial
JON Q. PUBLIK	- Barrier Industries, Inc.
MINT BOWL CLEANER	- Chloral Group
MINT BOWL CLEANER	- Twi-Laq Industries, Inc.
NABC (Non-Acid Disinfectant Bathroom Cleaner)	- Spartan Chemical Co., Inc.
NON-ACID BOWL CLEANER	- Twi-Laq Industries
SSS NON-ACID BOWL CLEANER	- Triple S
SUN-GLO MINT BOWL CLEANER	- Twi-Laq Industries, Inc.
VANI-SOL DISINFECTANT WORKROOM CLEANER	- National Laboratories

TUNNEL TILE SURFACE DETERGENT – Category #70 – Stock #AU0700250 (55 Gallons)
To evaluate cost effectiveness of these products, vendor must state the recommended dilution ratio of the products. An evaluation of the performance using the recommended dilution must be performed by facility personnel prior to purchase. (Eye protection, face shield, impervious gloves, protective clothing & boots must be worn.)

BIO SOLVE	- The Westford Chemical Corp.
BUSINESS TO BUSINESS SOLUTIONS - MULTISURFACE CLEANER	- Access Business Group Int., LLC
COMPOUND 1101	- Priority Chemical Co., Inc.
ECO-CLEAN	- Uniflo Resources
FO 1165	- Fine Organics Corp.

FO 933 TUNNEL WASH	- Fine Organics Corp.
GRIGNARD TUNNEL TILE WASH WINTER GRADE	- Grignard Co.
HYDROFORCE BUTYL-FREE ALL PURPOSE - CLEANER / DEGREASER	-CRC Industries, Inc.
J-WAX-100	- S.C. Johnson & Son
KEY CEHM 06562 P	- Stuart Ironsides
KEY CHEM 539	- Key Chemicals, Inc.
OXI CLEAN	- Orange Glo International
PORT TUNNEL CLEANER	- Twi-Laq Industries
QUICK TUNNEL CLEANER	- Quick Chemical Co., Inc.
SC-1000	- Gemtek Products
SHINELINE MULTI SURFACE CLEANER	- Spartan Chemical Co.
SON OF SUPER BRUTE PLUS	- Applied Research, Inc.
SUPER CONCENTRATE PROTECTIVE SOIL REMOVER	- Gemtek Products
SUPER WASH INDUSTRIAL GREASE BUSTER	- SWI International
TUNNEL WASH	- Bergo Janitorial Supply
ULTRA ONE – G5	- Ultra One Corp.
ZEP BLUE MAGIC	- ZEP Manufacturing
ZEP-X-8886	- ZEP Manufacturing
ZEP-X-9081	- ZEP Manufacturing

UTILITY CLEANER, PASTE – Category #71A – Stock #AU0700090 (2lb. Can)

UTILITY CLEANER, POWDER – Category #71B – Stock #AU0700100 (100lb. Drum) – AU0700120 (100lb. Drum) – PATH Stock #13329
(Eye protection, impervious gloves and apron, boots and long sleeve work clothes must be worn.)

AJAX CLEANSER WITH BLEACH	- Colgate-Palmolive Co.
BAB-O-CLEANSER	- Fitzpatrick Bros., Inc.
CA-348	- Polytech
CON-SAL	- Church-Dwight Co.

F-100	- Diversey Wyandotte
NAMICO J-100	- National Milling and Chemical Co.
PERMAG #40	- Magnuson Products Corp.
PURITINE	- J.I. Holcomb Manufacturing Co.

CLEANER, GENERAL PURPOSE – Category #71C

HYDROXI PRO CLEANING WIPES	- Core Products Co.
THE NATURAL ALL PURPOSE MULTI-SURFACE CLEANER	- Easy Clean & Green

WALL CLEANER, TILE – Category #72A
(Eye protection, impervious gloves and long sleeve work clothes must be worn.)

3M BRAND BATHROOM CLEANER CONCENTRATE	- 3M Co.
AQUA-SAFE	- Brulin & Co., Inc.
ARMOR ALL CLEANER DEGREASER	- Armor All Products
ECO-PHASE HEAVY DUTY CLEANER/DEGREASER CONCENTRATE	- Janimart Corp.
ENCO FORMULA 'A'	- Enterprise Chemical & Paper Corp.
IT'S OK "GREEN"	- Ardex Laboratories, Inc.
JUST RIGHT	- Janimart Corp.
KLEANSAL	- W.B. McVicker Co.
LESSWORK DETERGENT	- Banner Chemical Co.
NEUTRA-KLEEN DEORDORIZING NEUTRAL CLEANER	- Janimart Corp.
PRIME TIME	- Walton March Inc.
STERIGENT	- Spartan Chemical Co.
SUN-GLO WELSITE TILE & FLOOR CLEANING CONCENTRATE	- Twi-Laq Industries, Inc.
THE NATURAL BASIN, TUB & TILE CLEANER	- Clean Environment Co., Inc.
TOP NOTCH	- Barrier Industries

WINDOW CLEANER, CONCENTRATE USE AS DELIVERED – Category #72B - Stock #AU0700180 (1 Gallon) - AU0700190 (55 Gallons)
To evaluate cost effectiveness of these products, vendor must state the recommended dilution ratio of the products. An evaluation of the performance using the recommended dilution must be performed by facility personnel prior to purchase. (Eye protection, impervious gloves and long sleeve work clothes must be worn.)

3M BRAND GLASS CLEANER CONCENTRATE	- 3M Co.
ALCOHOL CLEANER	- Lever Industrial, Inc.
APTCO WINDOW CLEANER	- Buckingham Wax Co., Inc.
BELLWETHER WINDSHIELD WASHER #1001	- Bellwether Laboratories, Inc.
BELLWETHER WINDSHIELD WASHER #1004	- Bellwether Laboratories, Inc.
BELLWETHER WINDSHIELD WASHER #1006	- Bellwether Laboratories, Inc.
CLEAN ON THE GO CONCENTRATED GLASS & HARD SURFACE CLEANER	- Spartan Chemical Co. Inc.
CONCENTRATED WINDOW CLEANER	-Twi-Laq Industries, Inc.
GC-101 – HEAVY DUTY GLASS CLEANER	- Banner Chemical Co.
GLANCE RTU	- S.C. Johnson Wax
GLASS CLEANER	- Spartan Chemical Co. Inc.
GLASS KARE	- Barrier Industries, Inc.
LANCE (Use as delivered)	- A.C. Fergusson
LIGHTNING BLEND GLASS CLEANER F4510	- Purex Industrial
PHOENIX CRYSTAL GLASS CLEANER	- Eagle Maintenance Supply Inc.
PLEXI-I-GUARD LIQUID	- Sterling Sanitary Supply Co.
PRO-SHINE	- Paper Enterprises
SEE KLEAR GLASS CONCENTRATE CLEANER	- Chloral Group
SEE-THRU WINDOW CLEANER	- Chloral Group
SPARKLE (Use as delivered)	- Mirandy Products, Ltd.
SPRAY N' SHINE GLASS CLEANER	- Fuller Brush Co.
SSS GLASS CLEANER	- Triple S
SUN-GLO C-THRU WINDOW CLEANER	- Twi-Laq Industries
WINDOW CLEANER CONCENTRATE	- J.I. Holcomb Manufacturing Co.

WINDOW CLEANER (AEROSOL) – Category #72E – Stock #AU0700195 (19oz.)
(Eye protection, impervious gloves and long sleeve work clothes must be worn.)

099 GLASS CLEANER	- A.W. Chesterton Co.
3M BRAND GLASS CLEANER CONCENTRATE	- 3M Co.
3M TWIST & FILL GLASS CLEANER	- 3M Co.
BARRIER PLEXIGLASS CLEANER	- Barrier Industries, Inc.
BLUE SKY GLASS CLEANER	- Franklin Cleaning Technology
LOOK GLASS CLEANER	- The Butcher Co.
PLEX-I-GUARD AEROSOL	- Sterling Sanitary Supply Co.
SOILAX SPRAY CLEANER	- Magnus Chemical Division, Inc.

PATH CARS – EXTERIOR CLEANER – Category #73A – PATH Stock #57066
To evaluate cost effectiveness of these products, vendor must state the recommended dilution ratio of the products. An evaluation of the performance using the recommended dilution must be performed by facility personnel prior to purchase. (Eye protection, impervious gloves and apron, boots and protective clothing must be worn. Do not use in enclosed area.)

FO 3024-SV	- Fine Organics Corp.
FO 479 F	- Fine Organics Corp.
PENBLAST 316M	- Penetone Corp.

PATH CARS – INTERIOR CLEANER – Category #73B – PATH Stock #15510
To evaluate cost effectiveness of these products, vendor must state the recommended dilution ratio of the products. An evaluation of the performance using the recommended dilution must be performed by facility personnel prior to purchase. (Eye protection, impervious gloves and apron, boots and protective clothing must be worn. Do not use in enclosed are.) The 3M products must be diluted using Twist 'N Fill Chemical Dispenser.

3M BRAND GENERAL PURPOSE CLEANER CONCENTRATE	- 3M Co.
3M BRAND NEUTRAL CLEANER CONCENTRATE	- 3M Co.
3M BRAND SPEED STRIPPER CONCENTRATE	- 3M Co.
3M NEUTRAL QUAT DISINFECTANT CLEANER	- 3M Co.
3M QUAT DISINFECTANT CLEANER	- 3M Co.
3M TWIST & FILL NEUTRAL CLEANER	- 3M Co.
BRAVO EXTRA HEAVY DUTY FLOOR STRIPPER 5 GALLON PAILS	- S.C. Johnson

FO 449	- Fine Organics Corp.
FO 976 TA BUS WASH	- Fine Organics Corp.
FO 980A	- Fine Organics Corp.
MEGA POWER REDI-CLEAN #12	- Fine Organics Corp.
QUICK QLEEN #2 INTERIOR CAR CLEANER	- Quick Chemical Co., Inc.
TRACK-TEX AM	- Texo Corp.

FOOD SERVICE MAINTENANCE PRODUCTS

Category #74

PRE-SOAK FOR STAINLESS STEEL FLATWARE – Stock #AU0700457
(Eye protection, impervious gloves and long sleeve work clothes must be worn.)

BANISH	- Chloral Group
SILVER KLEEN SS	- Sanolite Chemical Corp.
SILVER POWER – used only with Solitron 1000 dispenser	- Ecolab, Inc.

CHLORINATED MACHINE DISHWASHING DETERGENT – Stock #AU0700460
(Eye protection, impervious gloves and long sleeve work clothes must be worn.)

GUARDIAN MAGNUM	- Ecolab, Inc.
SANO-CHLOR	- Sanolite Chemical Corp.

CHLORINATED MACHINE DISHWASHING SAFE FOR MOST METALS
(Eye protection, impervious gloves and long sleeve work clothes must be worn.)

GUARDIAN ACCLAIM	- Ecolab, Inc.
REWARD	- Sanolite Chemical Corp.

SOLID DETERGENT CAPSULE FOR MECHANICAL DISHWASHERS
(Eye protection, face shields, impervious gloves and apron, boots and long sleeve work clothes must be worn.)

SOLID POWER – used only with Power Activated Detergent Dispenser	- Ecolab, Inc.
SOLID POWER PLUS – used only with Power Activated Detergent Dispenser	- Ecolab, Inc.

MACHINE WAREWASHING DETERGENT
(Eye protection, face shields, impervious gloves and apron, boots and long sleeve work clothes must be worn.)

SUPER SAVER	- Sanolite Chemical Corp.

CONCENTRATED MULTI-PURPOSE IODINE
(Eye protection, impervious gloves and long sleeve work clothes must be worn.)

IODEX	- Sanolite Chemical Corp.
IODINE SANITIZER	- Chloral Group
MIKROKLENE	- Ecolab, Inc.

POT AND PAN OR HAND DISHWASHING DETERGENT
(Eye protection and impervious gloves must be worn.)

EMULSIFY	- Chloral Group
JOY, DISHWASHING DETERGENT	- Proctor & Gamble
NEET	- Ecolab, Inc.
POT LUCK	- Sanolite Chemical Corp.

SOLID DETERGENT CAPSULE FOR POT AND PAN OR HAND DISHWASHING DETERGENT
Stock #AU0700450
(Eye protection and impervious gloves must be worn.)

SOLITAIRE – used only with Solitron 1000 Dispenser	- Ecolab, Inc.
TETROX	- Ecolab, Inc.

RINSE ADDITIVE AND DRYING AGENT FOR USE IN AUTOMATIC RINSE INJECTORS
(Eye protection, impervious gloves and long sleeve work clothes must be worn.)

INSTANT DRY	- Sanolite Chemical Corp.
JET DRY	- Ecolab, Inc.
RINSE DRY	- Ecolab, Inc.
RINSE IT SP-4	- Sanolite Chemical Corp.
SOLID SPOT FREE	- Ecolab, Inc.

SOLID RINSE ADDITIVE AND DRYING AGENT FOR USE IN AUTOMATIC RINSE INJECTORS
(Eye protection, impervious gloves and long sleeve work clothes must be worn.)

SOLID SPOT FREE – use only with Mikroverter Dispenser	- Ecolab, Inc.

NEUTRAL CLEANER
(Eye protection, impervious gloves and long sleeve work clothes must be worn.)

ALL PURPOSE CLEANER	- Ecolab, Inc.
KLEER 'N BRITE	- Sanolite Chemical Corp.

LOW TEMPERATURE DISHWASHER SANITIZERS

ECO-SAN	- Ecolab, Inc.

STAINLESS STEEL CLEANER – Stock #AU0700195
(Eye protection, impervious gloves and long sleeve work clothes must be worn.)

SOILAX	- Ecolab, Inc.

ACID CLEANER

CLINGING LIMEAWAY	- Ecolab, Inc.

COMPUBLEND SYSTEM CHEMICALS – Category #77

Base (A-Y)	- 3M Co.
Ready to Use	- 3M Co.
1:4 Concentrate	- 3M Co.
1:63 Concentrate	- 3M Co.

ADDITIONS

PRODUCT	MANUFACTURER	CATEGORY
BRILLIANCE STAINLESS STEEL WIPES	Brilliance Holdings, LTD.	65A STAINLESS STEEL CLEANER & WASH
CUTTER ADVANCED (Pump Spray)	Spectrum Brands, Inc.	42 INSECT REPELLENT
CUTTER ADVANCED (Towellete)	Spectrum Brands, Inc.	42 INSECT REPELLENT
HI-DRI FLOOR ABSORBENT	Waverly Minerals, Inc.	32 GREASE & OIL ABSORBENT
HYDROXI PRO CLEANING WIPES	Core Products Co.	71C GENERAL PURPOSE CLEANER
SUPER-SORB INSTANT LIQUID & VOMIT ABSORBENT	Fresh Products, Inc.	19 DEODORIZING – SANITIZING ABSORBENT
THE NATURAL ALL PURPOSE MULTI-SURFACE CLEANER	Easy Clean & Green	71C GENERAL PURPOSE CLEANER

DELETIONS

THERE ARE NO DELETIONS

CHANGES

THERE ARE NO CHANGES

VENDOR NAMES AND ADDRESSES

3M Co.
3M Center
St. Paul, MN 55144-1000

A.C. Fergusson Co.
Spring Mill Drive
Frazer, PA 19355

A.W. Chesterton Co.
225 Fallon Road
Middlesex Industrial Park
Stoneham, MA 02180-2999

Access Business Group
7575 Fulton Street
Ada, MI 49355

Acutech Industries
310 Brookhollow Industrial Blvd.
Dalton, GA 30721-3275

Advantage Marketing Associates
1295 S.W. 4th Avenue
Delray Beach, FL 33444

Air Kontrol, Inc.
221 Pearson Street
Batesville, MS 38606

Airkem Professional Products, Ecolab Inc.
370 Wabasha Street
St. Paul, MN 55102

Airwick, Reckitt Benckiser
Morris Corporate Center IV
399 Interpace Parkway, P.O. Box 225
Prsippany, NJ 07054-0225

Akona, LLC
P.O. Box 488
1570 Halgren Road
Maple Plain, MN 55359

Alfred Chemical Corp.
111 Gardner Avenue
Brooklyn, NY 11237

AMAX Corp.
960 S. Third Street
Louisville, KY 40203

American Cyanamid Co.
697 Route 46
Clifton, NJ 07015

VENDOR NAMES AND ADDRESSES (CONT'D)

American Industrial Supply, Inc.
4514 Vanowen Street
Burbank, CA 91505

American Paper Towel Co.
10 Industrial Road
Carlstadt, NJ 07072

American Products, Inc.
P.O. Box 7455
Port St. Lucie, FL 34985

American Wax Co., Inc.
39-30 Review Avenue
Long Island City, NY 11101

Americlean Systems, Inc., JohnsonDivesey
26935 Northwestern Hwy., Suite 400
Southfield, MI 48034

Amrep, Inc.
990 Industrial Park Drive
Marietta, GA 30062

Amway Corp.
7575 East Fulton Road
Ada, MI 49355

Applied Research, Inc.
7367 Davie Rd. Ext
Hollywood, FL 33024

Ardex Laboratories, Inc.
335 Camer Dr.
Bensalem, PA 19020

ARI
P.O. Box 510
Orchard Hill, GA 30266

Armor All Products, Clorox Co.
22 Corporate Park
Irvine, CA 92714

Armor Research Co.
1035 Busch Memorial Highway
Pennsauken, NJ 08110

Astor Supply Co., Inc.
140 Perry Street
New York, NY 10014

VENDOR NAMES AND ADDRESSES (CONT'D)

Banner Chemical Co.
111 Hill Street
Orange, NJ 07050

Barlyn Chemicals
P.O. Box 1122
Havertown, PA 19083

Barrier Industries, Inc.
200 E. Main Street
Port Jervis, NY 12771

Bedford Chemical Division, Ferro Corp.
7050 Krick Road
Walton Hills, OH 44146-4494

Bellwether Laboratories, Inc.
172 Speedwell Avenue
Morris Plains, NJ 07950

Bergo Janitorial Supply
114 Allen Blvd.
Farmingdale, NY 11735

Betco Corp.
1001 Brown Ave.
Toledo, OH 43607

Big D Industries
5620 S. W. 29th Street
P.O. Box 82219
Oklahoma City, OK 73148-0219

Boyle-Midway, Inc.
South Avenue & Hale Street
Cranford, NJ 07016

Brighton Chemical Co.
385 Jersey Street
Staten Island, NY 10301

Brilliance Holdings, Ltd.
121 Customs St West
Auckland Central, NZ

Brulin and Co., Inc.
P.O. Box 270
Indianapolis, IN 46206

Buckingham Wax Co.
51-03 Van Dam Street
Long Island City, NY 11101

VENDOR NAMES AND ADDRESSES (CONT'D)

Bunzl Corp.
256 Columbia Turnpike, Suite 212
Florham Park, NJ 07932-1298

Burke Supply Co.
Bldg. 293, Brooklyn Navy Yard
Brooklyn, NY 11205

Butcher Co.
120 Bartlett Street
Marlborough, MA 01752

Calgon Corp.
Commercial Division
7501 Page Avenue
St. Louis, MO 63166

Calgon Vestal Laboratories
5035 Manchester Avenue
Saint Louis, MO 63110

Capital Supply Co.
111 Eighth Avenue
New York, NY 10011

Cello Chemical Corp.
1354 Old Post Road
Havre de Grace, MD 21078

Chase Products Co.
P.O. Box 70
Maywood, IL 60153

Chem Creations, Inc.
260 Northern Blvd.
Great Neck, NY 11021

Chemical Products Co., Inc.
1213 Jackson Street
Omaha, NE 68102

Chemspec
3001 E. Madison Street
Baltimore, MD 21205

Chloral Group
171 Lombardy Street
Brooklyn, NY 11222

Church-Dwight Co.
Two Pennsylvania Plaza
New York, NY 10001

VENDOR NAMES AND ADDRESSES (CONT'D)

Clean Environment Co., Inc.
P.O. Box 4444
Lincoln, NE 68504

Cleanmaster
6321 204 Street SW
Lynwood, WA 98036

Cleantronics, Inc.
P.O. Box 384
Princeton Junction, NJ 08550

Clearway, LLC.
414 Wilson Avenue
Newark, NJ 07105

Clift Industries, Inc.
P.O. Box 67153
Charlotte, NC 28226

Clorox Co.
1221 Broadway
Oakland, CA 94612

CMC Laboratories Co., Inc.
100 Varick Street
New York, NY 10014

Colgate-Palmolive Co.
300 Park Avenue
New York, NY 10022

Core Products Co.
401 Industrial Drive
Canton, TX 75103

CRC Industries, Inc.
885 Louis Dr.
Warminster, PA 18947

Cryotech Deicing Technology
6103 Orthoway
Fort Madison, IA 52627

Crystal Chemical Corp.
101-02 37th Avenue
Corona, NY 11368

Darm Incorporated
P.O. Box 0218
Baldwin, NY 11510

VENDOR NAMES AND ADDRESSES (CONT'D)

Deb SBS, Inc.
1100 Highway 27 South
Stanley, NC 28164

Dial Corp.
1850 N. Central
Phoenix, AZ 85077

Diversey Wyandotte
400 Washington Street
Suite 301
Braintree, MA 02184

DL Group, Banite Inc.
47 East Market Street
Buffalo, NY 14204

DMS&D Associates, Inc.
20 Meridian Road
Eatontown, NJ 07724

Dow Chemical Co.
2030 Dow Center
Midland, MI 48674

Drackett Professional, S.C. Johnson & Son
1295 S.W. 4th Street
Delray Beach, FL 33444

Dymon Inc.
P.O. Box 6267
Kansas City, KS 66106

Dynasurf Chemical Corp.
1426 Fleet Street
Baltimore, MD 21231

E Global Solutions, Inc.
9-d Dunwood Road
Port Washington, NY 11050

Eagle Maintenance Supply, Inc.
80 Twinbridge Drive
Pennsauken, NJ 08110

Eagle Picher Co.
580 Walnut Street
Cincinnati, OH 45202

Easy Clean & Green
P.O. Box 323
Monmouth Beach, NJ 07750

VENDOR NAMES AND ADDRESSES (CONT'D)

Ecolab, Inc.
370 Wabasha Street
St. Paul, MN 55102

EES, Inc.
127 Riverside Drive
Cartersville, GA 30120

EMS Brands Products
9242 Commerce Highway
Pennsauken, NJ 08110

Engelhard Minerals & Chemicals Corp.
Menlo Park
Edison, NJ 08817

Enterprise Chemical & Paper Corp.
35-03 29th Street
Long Island City, NY 11106

Envirochem, Inc.
317 St. Paul's Avenue
Jersey City, NJ 07306

Environmental Connections, Inc.
704 Plaza Blvd.
Kinston, NC 28501

EnviroSystems, Inc.
1754 Technology Drive
Suite 106
San Jose, CA 95110

EnvirOx LLC
P.O. Box 140
Georgetown, IL 61846

Enviro-Zyme, Inc.
Stormville Mountain Road
Stormville, NY 12582

Fine Organics Corp.
205 Main Street
Lodi, NJ 07644

Finished Surface System, Inc.
P.O. Box 569
Comstock Park, MI 49321

Fitzpatrick Bros., Inc.
625 North Sacramento Blvd.
Chicago, IL 60612

VENDOR NAMES AND ADDRESSES (CONT'D)

Force Chemical, Inc.
449 Bayview Avenue
Cedarhurst, NY 11516

FPC Metro Corp.
168 Spruce Street
Westbury, NY 11590

Franklin Cleaning Technology
P.O. Box 214
Great Bend, KS 67530

Fresh Products, Inc.
4010 South Avenue
Toledo, OH 43615

Fuller Brush Co.
P.O. Box 729
Westport Addition
Great Bend, KS 67530

Gemtek Products
1118 E. Missouri Ave., Suite B-2
Phoenix, AZ 85014

Georgia-Pacific Corp.
133 Peachtree Street, N.E.
Atlanta, GA 30303

Geritrex Corp.
2 East Sanford Blvd.
Mount Vernon, NY 10550

Gilman Products Co.
P.O. Box 327 Riverview Mill
Wilton, NH 03086

Glenveigh Developments Ltd
PO Box 734
Lower Sackville, Nova Scotia
Canada B4C 3V3

GoJo Industries
P.O. Box 991
Akron, OH 44309

Grignard Co.
126 Passaic Street
Newark, NJ 07104

H. Behlen & Bro.
Route 30 North
Amsterdam, NY 12010

VENDOR NAMES AND ADDRESSES (CONT'D)

Halbro Control Industries Inc.
2090 Route 110
Farmingdale, NY 11735

Harley Chemicals Div., Concord Chemical Co.
17th Federal Streets
Camden, NJ 08105

Heritage Enterprises
P.O. Box 4141
Bayonne, NJ 07002

Hillyard Chemical Co.
302 North 4th Street
St. Joseph, MO 64502

Hilti Construction, Inc.
5400 S. 122nd East Avenue
Tulsa, OK 74146

Hilton Head Laboratories
484 Brows Cove Road
Ridgeland, SC 29936

Hi-Point Peat Limited
P.O. Box 2535
Postal Station "M"
Calgary, Alberta
Canada T2P 2N6

Hysan Corp.
4309 S. Morgan Street
Chicago, IL 60609

Indco Inc.
N. Railroad & Essex Sts.
Gloucester City, NJ 08030

IRS Total Recycling Services
P.O. Box 931
Ridgefield, NJ 07657

ITW Devcon Environmental Systems
30 Endicott Street
Danvers, MA 01933

ITW Dymon
805 East Old 56 Hwy.
Olathe, KS 66061

J.I. Holcomb Manufacturing Co.
4415 Euclid Avenue
Cleveland, OH 44103

VENDOR NAMES AND ADDRESSES (CONT'D)

James Austin Co.
115 Downieville Road
Mars, PA 16046

Janimart Corp.
733 Ridgedale Ave.
East Hanover, NJ 07936

Jet-Aer Corp.
100 Sixth Avenue
Paterson, NJ 07524

John A Earl, Inc.
216-222 Union Street
Hackensack, NJ 07601

Johnson Wax Co., S.C. Johnson & Son, Inc.
1525 Howe Street
Racine, WI 53403

Kem Tech Industries
N8076 Maple Street
Ixonia, WI 53036

Key Chemicals, Inc.
4346 Tacony Street
Philadelphia, PA 19124

Kleenmaster Products Co.
291 Roymar Road
Oceanside, CA 92054

Kutol Products Co.
7650 Camargo Road
Cincinnati, OH 45243

Kwiat Trading Corp.
10155 Collins Avenue #403
Bal Harbour, FL 36154

Lever Industrial
CH 9542
Munchweilen, Switzerland

LSZ Inc.
30 Glenn Street, Suite 309
White Plains, NY 10603

Magnum Research Corp.
10-5 Drew Court
Ronkonkoma, NY 11779

VENDOR NAMES AND ADDRESSES (CONT'D)

Magnus Chemical Division, Inc.
Ecolab Osborn Building
St. Paul, MN 55102

Magnuson Products Corp.
50 Court Street
Brooklyn, NY 11201

Malone Chemical, Inc.
130 Marion Avenue
Linden, NJ 07036

Marcal Paper Mills, Inc.
1 Market Street
Elmwood Park, NJ 07407

Masury Columbia Co.
2150 North 15th Avenue
Melrose Park, IL 60160

Meridian Petroleum
330 S. Wells Street
Chicago, IL 60606

Midco Products Co., Inc.
11697 Fairgrove Ind. Blvd.
St. Louis, MO 63043

Minuteman International, Inc.
600 Cardigan Road
Shoreview, MN 55126

Mione Manufacturing Co.
51 Democrat Road
Mickleton, NJ 08056

Mirandy Products, Ltd.
1078 Grand Avenue
South Hempstead, NY 11550

Misco International Chemicals, Inc.
115 Messner Drive
Wheeling, IL 60090

Misco Products Corp.
R.D. 9, Box 9155
Reading, PA 19605

Modern Research Corp.
431 Stephenson Highway
Troy, MI 48083

VENDOR NAMES AND ADDRESSES (CONT'D)

M-Oil-Free Co., Inc.
2060 Hartel Street
Levittown, PA 19057

Motsenbocker's Lift Off
P.O. Box 90947
San Diego, CA 92169

Multi-Development Enterprises
P.O. Box 2904
Plainfield, NJ 07062

National Chemical Laboratories of PA, Inc.
401 North Tenth Street
Philadelphia, PA 19123

National Chemsearch Div. of NCH Corp.
Box 152170
Irving, TX 75015

National Laboratories
225 Summit Avenue
Montvale, NJ 07645

National Milling & Chemical Co.
4601 Flat Rock Road
Philadelphia, PA 19127

NCH Corp.
Box 152170
Irving, TX 75015

Neutron Industries, Inc.
7103 N. Black Canyon Hwy
Phoenix, AZ 85021-7619

Nilodor, Inc.
1470 Industrial Parkway
Bolivar, OH 44612

Nu-Sheen Product
P.O. Box 426
Ottumwa, IA 52501

Octagon Process, Inc.
596 River Road
Edgewater, NJ 07020

Oil Dri Corp.
68-64 Yellowstone Boulevard
Forest Hills, NY 11375

VENDOR NAMES AND ADDRESSES (CONT'D)

Oil-Away
2316 Oakhaven Drive
Duarte, CA 91010

Onox, Inc.
43132 Christy Street
Fremont, CA 94538

Orange Glo International
8765 Orchard Road, Suite #703
Englewood, CO 80111

Packard Industries, Inc.
7 Stow Road
Marlton, NJ 08053

Paper Enterprises Inc.
850 East 140th Street
Bronx, NY 10454

PCI of America
2701 Tower Oaks Boulevard
Suite 300
Rockville, MD 20852

Penetone Div., Amerace Corp.
74 Hudson Avenue
Tenafly, NJ 07670

Permatex Industrial Corp.
705 North Mountain Road
Newington, CT 06111

Polytech
2520 San Fernando Road
Los Angeles, CA 90085

Portion Pac Chemical Corp.
400 N. Ashland Avenue
Chicago, IL 60622

Positive Product Laboratories, Inc.
P.O. Box 281
Pleasantville, NY 10570

Prestige Laboratories
100 Oak Street
East Rutherford, NJ 07073

Priority Chemical Co., Inc.
725 River Road, P.O. Box 332
Edgewater, NJ 07020

VENDOR NAMES AND ADDRESSES (CONT'D)

Proctor & Gamble
Ivorydale Technical Center
5299 Spring Grove Avenue
Cincinnati, OH 45217-1087

Pro-Kote Industries
5849 Okeechobee Blvd.
West Palm Beach, FL 33417

Purex Industrial
7300 Bolsa Ave.
Westminster, CA 92684-3800

Puritan/Churchill Chemical Co.
916 Ashby Street, NW
Atlanta, GA 30318

Q-Pak Corp.
2145 McCarter Highway
Newark, NJ 07104

Quick Chemical Co.
200 Winston Drive, Suite 2603
Cliffside Park, NJ 07010

Racine Industries, Inc.
1405 16th Street
Racine, WI 53403

Ram Enterprises, Inc.
3131 Stonebrook Circle
Memphis, TN 38116

Realneat Products
1475 East 222nd Street
Bronx, NY 10469

Restoro Polish Co.
53 Conrad Drive
Karo, PA 16046

Rochester Midland Corp.
135 West Central Blvd.
Palisades Park, NJ 07650

Roman Adhesives, Inc.
824 State Street
Calumet City, IL 60609

Russall Products Co., Inc.
1719 W. Farms Rd.
Bronx, NY 10460

VENDOR NAMES AND ADDRESSES (CONT'D)

S.C. Johnson & Son
1525 Howe Street
Racine, WI 53403-5011

Sani Fresh International, Scott Paper Co.
4702 Goldfield
San Antonio, TX 78218

Sanitary Soap Co., Inc.
104 Railroad Avenue
Paterson, NJ 07501

Sanolite Chemical Corp.
3449 Ft. Hamilton Parkway
Brooklyn, NY 11218

Scot Laboratories
16841 Park Circle Drive
Chagrin Falls, OH 44023

Selig Chemical Industries
840 Selig Drive, S.W.
Atlanta, GA 30336

Shaklee Corp.
444 Market Street
San Francisco, CA 94111

Solar Care, Inc.
115 Research Drive
Bethlehem, PA 18015

Spartan Chemical Co., Inc.
110 N. Westwood Avenue
Toledo, OH 43607

Spectrum Brands, Inc.
2150 Schuetz Road
St. Louis, MO 63146

Sprayon Products, Sherwin-Williams Co.
6830 Cochran Road
Solon, OH 44139

Spruce Industries
636 South Avenue
Garwood, NJ 07027

Sterling Sanitary Supply Corp.
32-32 57th Street
Woodside, NY 11377

VENDOR NAMES AND ADDRESSES (CONT'D)

Stockhausen, Inc.
2401 Doyle Street
Greensboro, NC 27406

Stuart Ironsides
7575 Plaza Court
Willowbrook, IL 60521

Sud-Chemie Absorbents, Inc.
31670 GA Hwy
South Meigs, GA 31765

Sunshine Makers, Inc.
16771 Pacific Coast Highway
Sunset Beach, CA 90742

SWI International
487 Division St.
Boonton, NJ 07005

Tennant Co.
701 N. Little Drive
Minneapolis, MN 55422

Texo Corp.
2801 Highland Ave.
Cincinnati, OH 45212

Top Guard Products
76 Grand Avenue
Brooklyn, NY 11205

Triple S
2 Executive Park Drive
Billerica, MA 01862

Turtle Wax, Inc.
5655 West 73rd Street
Chicago, Illinois 60638-6211

Twi-Laq Industries, Inc.
76 Grand Avenue
Brooklyn, NY 11205

U.S. Borax Co.
3075 Wilshire Boulevard
Los Angeles, CA 90010

Ultra One Corp.
Edgewater Industrial Park
112 East Avenue
Hackettstown, NJ 07840

VENDOR NAMES AND ADDRESSES (CONT'D)

Uncle Sam Chemical Co.
573-575 West 131st St.
New York, NY 10027

Uniflo Resources, Inc.
19 Kimberly
Wayside, NJ 07712

United Laboratories, Inc.
320 37th Avenue
St. Charles, IL 60174

VIC Industries Corp.
231 E Emory Road
Powell, TN 37849

Visual Pollution Tech, Inc.
P.O. Box 12833
Scottsdale, AZ 85267

W.B. McVicker Co.
243 44th Street
Brooklyn, NY 11232

Walton March Inc.
1620 Old Deerfield Road
Highland Park, IL 60035

Waverly Minerals, Inc.
31670 GA Hwy 3 South
Meigs, GA 31765

Westford Chemical Corp.
P.O. Box 798
Westford, Massachusetts 01886

Wisconsin Pharmacal Co.
1 Repel Road
P.O. Box 198
Jackson, WI 53037

Wyandotte Chemicals Co.
1609 Biddle St.
Wyandotte, MI 48192

Yonar Labs
6615 Tributary Street
Baltimore, MD 21224

Zep Commercial
Enforcer Products Inc.
P.O. Box 1060
Cartersville, GA 30120

VENDOR NAMES AND ADDRESSES (CONT'D)

ZEP Manufacturing Co.
10 Fadem Road
P.O. Box 299
Springfield, NJ 07081

INDEX

PRODUCT	CATEGORY
010 HAND CLEANER	36
099 GLASS CLEANER	72E
10:1 RUG SHAMPOO	12
20/20 VISION	28
3M BRAND BATHROOM CLEANER CONCENTRATE	72A
3M BRAND DEODERIZER – FRESH SCENT CONCENTRATE	21A
3M BRAND GENERAL PURPOSE CLEANER CONCENTRATE	73B
3M GLASS CLEANER CONCENTRATE	72B, 72E
3M BRAND NEUTRAL CLEANER CONCENTRATE	73B
3M BRAND SPEED STRIPPER CONCENTRATE	73B
3M DESK & OFFICE CLEANER	43
3M NEUTRAL QUAT DISINFECTANT CLEANER	21A, 73B
3M QUAT DISINFECTANT CLEANER	21A, 73B
3M TWIST & FILL GLASS CLEANER	72E
3M TWIST & FILL NEUTRAL CLEANER	73B
4OUR BROWN SPOT & STAIN REMOVER	61B
520 SPRAY WAX	8
5IVE RUST AWAY	61B
61X TURBO CLEANER COFFEE REMOVER & PRE-SPRAY	61B
A-33	21A
A-33 DRY	21A
A-BEN-A-QUI	22A
ABSOLUTE	21A
ACTIVATOR 5000	26B
AIRKEM A-3	21A
AIRKEM FOAM TEX	12
AIRKEM GOLD LABEL SOLIDAIRE	45
AJAX ALL PURPOSE CLEANER (Non-Phosphate)	21A
AJAX CLEANSER WITH BLEACH	71B
ALCARE FOAMED ALCOHOL	33
ALCOHOL CLEANER	72B
ALL PURPOSE CLEANER	22A, 74
ALL PURPOSE CLEANER 201	22A
ALL PURPOSE FLOOR ABSORBENT	32
AMWAY FLOOR POLISH	28
AMWAY FLOOR WAX	28
ANILEATOR INSECT REPELLENT	42
ANTI MICROBIAL PINK LOTION SOAP	36
APTCO ALL PURPOSE CLEANER	22A
APTCO STRIPPER	29A
APTCO SUPERIOR HAND CLEANER W/LANOLIN	38B
APTCO TOUCHDOWN FLOOR FINISH	28
APTCO WINDOW CLEANER	72A
AQUA-SAFE	72A
AQUATOC	45
AQUAZYME	45
AQUINOC	45
ARCTIC KLEEN FREEZER CLEANER	22A
ARMOR 413 COIL CLEANER	13
ARMOR ALL CLEANER / DEGREASER	18A, 29A, 72A

PRODUCT	CATEGORY
ARMOR ALL PROTECTANT	9A, 9B
ASEPTICARE	21A
ASTOR SAFETY NON-ACID BOWL CLEANER	66B
AUSTIN A-1 BLEACH	21B
AWARD FURNITURE POLISH	31A
BAB-O-CLEANSER	71B
BACTI-CHEM DETERGENT DISINFECTANT CLEANER	21A
BANISH	74
BANISH-IT "Q"	21A
BAN-ZYME LIQUID	26B
BARCROBE	21A
BARRIER PLEXIGLASS CLEANER	72E
BASIC H	22A
BATH GUARD	66B
BATH MATE ACID-FREE WASHROOM CLEANER	66B
BEACON BLEACH	21B
BEESWAX FURNITURE POLISH	31A
BELIEVE IT	12
BELLWETHER WINDSHIELD WASHER	72B
BIG D D'VOUR	45
BIG D URINAL BLOCK WITH ENZYM (Non-Para)	66B
BIG EASY NON-BUTYL DEGREASER CLEANER	22A
BIO BARRIER PINE D	21A
BIO SOLVE	70
BIOREM-2000 SURFACE CLEANER	22B
BLUE LABEL	39
BLUE PEARL	22A
BLUE SKY GLASS CLEANER	72E
BLUE STRIP	29A
BOL MAID TOILET CLEANER	66B
BORA-SOLV	38B
BORAXO	38A
BOWL PAC 532 TOILET BOWL & BATHROOM CLEANER	66B
BOWLAWAY BOWL & BATHROOM CLEANER	66B
BRAVO EXTRA HEAVY DUTY STRIPPER	29A, 73B
BREAK-THRU RE-EMULSIFIER	29A
BRILLIANCE STAINLESS STEEL WIPES	65A
BRITEC BLUE MIST	45
BRITEC TUFF QUAT 301	21A
BROWN METAL POLISH 505	43
BUG BAND INSECT REPELLENT TOWELETTES (w/o DEET)	42
BUG BARRIER II (6 oz. Spray Can)	42
BUSINESS TO BUSINESS SOLUTIONS MULTISURFACE CLEANER	70
BUST RUST	31B
C-58 UNIVERSAL CARPET CLEANER	12
CA-348	71B
CALCIUM CHLORIDE PELLETS 90	53B
CALCLEAN	13
CAR WASH	9A
CAREFREE	28

PRODUCT	CATEGORY
CAREFREE MILD BOWL & PORCELAIN CLEANER/DISINFECTANT	66B
CAREFREE SHOWTIME SUPERIOR GLOSS SPRAY CLEANER	62
CARPET & UPHOLSTERY SHAMPOO	12
CARPET DETERGENT	12
CARPET STEAM EXTRACTOR CLEANER	12
CELLO LIQUID HAND SOAP CLEANER #78	36
CELLO SLEEK STAINLESS STEEL CLEANER	65A
CELLO SPRAY BUFF	62
CHAMPION BASEBOARD CLEANER & FLOOR STRIPPER	29A
CHAMPION LEMON FURNITURE POLISH	31A
CHARGE BOWL CLEANER	66B
CHEM FLOOR FINISH	28
CHEM WAX STRIPPER	29A
CHEM-AQUA COIL CLEANER	13
CHERRY BLOSSOM DEODORIZER & CLEANER	45
CHEWING GUM REMOVER	12
CITRI-CLEAN CITRUS CLEANER/DEGREASER	22A
CITRIKLEEN HD-RTU	14
CLEAN ON THE GO DAMP MOP	29A
CLEAN ON THE GO ECO DEGREASER	18A
CLEAN ON THE GO hdqC 2	21A
CLEAN ON THE GO NABC CONCENTRATE 1	21A
CLEAN ON THE GO SMOKE & ODOR ELIMINATOR	45
CLEAN ON THE GO CONCENTRATED GLASS & HARD SURFACE CLEANER	72B
CLEAN ON THE GO XTRACTION II	12
CLEAN SCRUB	22A
CLEAN SWEEP	32
CLEANER SPRAY BUFF	62
CLEAR SPRAY BUFF	28
CLEARWAY 1	53A
CLINGING LIMEAWAY	74
CMC #100 DETERGENT & WAX STRIPPER	22A
COCONUT OIL HAND SOAP	37
COMMANDER	28
COMPLETE	28
COMPOUND 1101	70
CONCENTRATED FLOOR CLEANER	29A
CONCENTRATED WINDOW CLEANER	72B
CONQUEST W/PINE	21A
CON-SAL	71B
CONSUME ECO-LYZER	21A
CONSUME MICRO-MUSCEL	29A
CORMATIC ANTISEPTIC HAND SOAP	36
CORMATIC FOOD PROCESSING HAND WASH	36
CORMATIC FROST LEMON SOAP	36
CORMATIC MIGHTI SCRUB HAND SOAP	36
CORMATIC PINK PEARL HAND SOAP	36
CORMATIC WINTER MINT	45
CORNERSTONE FLOOR SEALER FINISH	28
CQ-832	22A

PRODUCT	CATEGORY
CREW TUB & TILE CLEANER FOR SOLUTION CENTER	66B
CRYOTECH NAAC DEICER	53A
CUTTER ADVANCED	42
CUTTER BACKWOODS REPELLENT (Pump Spray)	42
CUTTER OUTDOORSMEN POCKET SIZE INSECT REPELLENT LOTION	42
CYCLE – DEGREASE	22A
DAMP MOP	22A
DART	22A
DEEP GLOSS	65A
DE-FENSE	29B
DE-ICER 821	53
DEPOT PAC 5 AIR FRESH-ODOR COUNTERACTANT	21A
DERMA MAX ANTIMICROBIAL SKIN CLEANER	36
DERMA MAX INSTANT SKIN SANITIZER	36
DERMA PLUS	57
DERMA PRO LOTION SOAP	36
DERMA SHIELD	57
DISINFECTANT RESTROOM CLEANER	66B
DO-ALL #18	18A, 22A
DRAIN BUG	26B
DRI-WHITE	32
DRI-ZORB	32
DRY FOAM RUG SHAMPOO	12
DUZ-ALL FORMULA 77	18A
EARL'S 25% SOLIDS FLOOR FINISH	28
EARL'S 20% SOLIDS FLOOR FINISH	28
EARL'S 4000A (SCRUBBABLE)	28
EARL'S DUSTING, CLEANING, WAXING & POLISH	31A
EASY LAY FLOOR FINISH	28
EASY PAKS NEUTRAL CLEANER	29A
EASY TASK RESTORER SPRAY BUFF	62
ECO-CLEAN	70
ECO-PHASE HEAVY DUTY CLEANER/DEGREASER CONCENTRATE	72A
ECOTRU PROFESSIONAL	21A
ELITE PROFESSIONAL BLEACH	21B
EMULSIFY	74
ENCO ALUMINUM	7
ENCO FORMULA NO. 200	29A
ENCO FORMULA 'A'	72A
ENCO P.C. CLEANER	22A
ENCO SUPREME B RBR	28
ENCO TYPHOON CLEANER	29A
ENSURE	28
ENVIRO-ZYME GT	26B
ENZY SUPER	26B
ENZYMATIC-DRAIN CLEANER	26B
EPICARE LOTION SOAP	37
ERASE	45
EXADERM AEROSOL	57C
EXCEL	29B

PRODUCT	CATEGORY
F-100	71
FAST TRACK ULTRA WEAR FLOOR FINISH	62
FASTEX B4 HAND BARRIER CLEANER	57
FIBERFORCE PRO SPOTTER	12
FIBERFORCE STEAM AWAY	12
FILMEX	9A
FILTER PLUS SPRAY	13
FIRST CLASS FURNITURE POLISH	31A
FLOOR CLEANER 2000 PLUS	29A
FLOOR CORPS pH NEUTRAL CLEANER	22A
FLOOR DRY	32
FLOORTASTIC	28
FO 1165	70
FO 302 CR	4
FO 3024-SV	73A
FO 449	73B
FO 479 F	73A
FO 933 TUNNEL WASH	70
FO 976 TA BUSWASH	9A, 63, 73B
FO 980A	9A, 63, 73B
FORMULA 72 - BOWL CLEANER	66B
FORMULA 86 - 15% HANDSOAP	36
FORMULA 87 - LOTIONIZED SOAP	36
FORWARD DC	21A
FRESH & CLEAR	21A
FULL STRIP	29A
G.C. STRIPPER	29A
GC 101 HEAVY DUTY GLASS CLEANER	72B
GENTLE GIANT	38B
GG-80 GRAFFITI REMOVER	31B
GL CS 91284 LOTION HAND SOAP	37
GL CS SPRINGTIME NEUTRAL ALL PURPOSE CLEANER	22A
GLANCE RTU	72
GLASS CLEANER	72B
GLASS KARE	72B
GLIDE	8
GLORY	12
GLOSS RETENTION FLOOR FINISH	28
G-O-E-S	22A
GOJO LOTION CREAM SOAP	33
GOLD LABEL	45
GRAFFITI PRO-TECTION PLUS	31B
GREASE AWAY	26A
GREEN LABEL LIQUID	45
GREEN SUBMARINE CLEANER	22A
GRIGNARD TUNNEL TILE WASH WINTER GRADE	70
GRIMEFYTER	22A
GRIME-GO	22A
GRL	22A
GS-A 6711	18A

PRODUCT	CATEGORY
GUARDIAN ACCLAIM	74
GUARDIAN MAGNUM	74
GUARDSMAN INSTITUTIONAL POLISH	31A
H2 ORANGE 2 CONCENTRATE 117	22A
H2 ORANGE 2 PRODUCTS ALL DILUTIONS	22A
H2 ORANGE 2 SUPER CONCENTRATE 112	22A
HAMMER	18A
HAND CLEANER, ANTISEPTIC	36
HARCO 37% COCONUT	36
HARCO CAR WASH	9B
HARCO IN DEPTH RUG SHAMPOO	12
HARLEY CREAM MEDIC	33
HEAVY DUTY DEGREASER AEROSOL, 3095	18A
HEAVY DUTY PINK CAR WASH	9B
HEAVY DUTY STRIPPER	29A
HI-DRI FLOOR ABSORBENT	32
HI-GENIC	66B
HOST & PREP	61B
HOST & SPOT REMOVER FOR CARPET	61B
HOST DRY CARPET CLEANER	61B
HTP	32
HURRISAFE 8035	5
HYDROFORCE BUTYL-FREE ALL PURPOSE CLEANER/DEGREASER	70
HYDROXI PRO CLEANING WIPES	71C
HYSHINE-TIFFANY STAINLESS STEELCLEANER	65A
INDUSTRIAL CREAMEDIC	37
INSTANT DRY	74
INSTANT MILDEW REMOVER/BATHROOM CLEANER	29A
IODEX	74
IODINE SANITIZER	74
ISOPROPYL ALCOHOL	21A
IT'S OK GREEN	72A
JAWS SC	22B
JET DRY	74
JON Q. PUBLIK	66B
JOY DISHWASHING DETERGENT	74
JUST RIGHT	72A
J - WAX 100	70
J - WAX BELIEVE TRAFFIC FILM REMOVER	9A, 63
K.P.C. PLASTIC SPEED CLEANER	22A
K99	22A
KEY-CHEM 06562P	70
KEY-CHEM 539	70
KICK	31B
KLEANSAL	72A
KLEEN SWEEP	32A
KLEENMASTER BRILLIANIZE	21A
KLEER 'N BRITE	74
KRESTO EF	37
KROME-KOTE	28

PRODUCT	CATEGORY
LANCE	72B
LAN-O-KLEEN PLUS	38A
LEADISOLV	20A
LEGENDARY	28
LEMON FREE RINSE CLEANER	22A
LEMON SPEEDWAX	31A
LESSWORK DETERGENT	29A, 72A
LIGHTNING BLEND GLASS CLEANER F4510	72B
LIGHTNING DEGREASER	18A
LIGHTNING STEAM-AWAY CLEANER	24A
LIME-AWAY ACIDIC CLEANER	43
LIQUICK UNIVERSAL	19
LIQUID HAND SOAP	36
LITHOFIN PSI-PREMIUM SILICON IMPREGNATOR	28
LONG LIFE SURFACE REFUVENATOR	31A
LOOK GLASS CLEANER	72E
LOW & BEHOLD	62
LOW FOAM EXTRACTION CLEANER	12, 29A
LS-2000	28
LTS LOTION SOAP	36
LURON LOTION HAND CLEANSER	36
LUROSOOTHE LOTION MOISTURIZING HANDCREAM	57B
LYSOL BRAND DISINFECTANT	21A
M-1	38B
MAGIC SORB	32
MAGNUS WATERLESS HAND CLEANER	39
MAINTENANCE PRO DEFOAMER	12
MALONE FORMULA #98	18A
MALONE NO. 76	21A
MALONE NO. 81	21A
MAR SEAL	28
MASTERPIECE HIGH GLOSS FLOOR FINISH	28
MC 800 SO-SAFE LIQUID GRAFFITI	31
MC 850 SO-SAFE SPRAYABLE GEL GRAFFITI REMOVER	31
MEDALLION METAL POLISH	43
MEGAPOWER REDI-KLEEN #12	73B
METALO STAINLESS STEEL CLEANER	65A
MICROCIDE ALPHA	21A
MIGHTY SCRUB	36
MIKROKLEEN	74
MINT BOWL CLEANER	66B
MIST & BUFF	62
MISTY ALL PURPOSE CLEANER	22A
MISTY INSECT REPELLENT II	42
MISTY MULTIPURPOSE CLEANER & POLISH UVX	43
MISTY SPRAY CLEANER & POLISH	43
MOD ORANGE	18A
MODIFIED ONE-STEP SPRAY POWER	29A
M-OIL-FREE #1000	13
MOP & BUFF FLOOR RESTORER	62

PRODUCT	CATEGORY
MOP PAC LITE 4 1804 NEUTRAL FLOOR CLEANER	29A
MOP PAC LITE S4 1804 NEUTRAL FLOOR CLEANER	29A
MOTSENBOCKER'S LIFT OFF #3	31B
MOTSENBOCKER'S LIFT OFF #4 SPRAY PAINT GRAFFITI REMOVER	31B
MULTI PURPOSE CLEANER	22A
MULTI-CLEAN ODOR OUT	45
NABC (NON-ACID DISINFECTANT BATHROOM CLEANER)	66B
NAD-75	29A
NAMICO J-100	71B
NATURAL BEAUTY HARD SURFACE CLEANER	22A
NATURAL BLUE	18A
NATURE'S SOLUTION BIO-ENZYMATIC DEODERIZER SPOTTER DIGESTER	12
NAVITONE	31B
NEET	74
NEUTRA–KLEEN DEODORIZING NEUTRAL CLEANER	72A
NEUTRAL FLOOR CLEANER	22A
NEUTRO JEL 110R	22A
NEVER RINSE	22A
NI-712 ORANGE AND STRAWBERRY	21A
NILIUM WATER SOLUBLE DEODORIZER	45
NON-ACID BOWL CLEANER	66B
NOXON	43
NU-SHEEN	44, 65A
NU-VIEW NEUTRAL CLEANER	22A
OCLANSORB	32
OCTAMELT	53A
OD-ABII	19
OFF DEEP WOODS	42
OFF GRAFFITI REMOVER	31B
OIL-AWAY	18A
OIL DRY	32
ON & OFF BASEBOARD CLEANER	29A
ON AN'ON	28
ONOX HAND CREAM	57B
OPTICALLY ENERGIZED NEUTRAL PH DETERGENT	21A
OXI CLEAN	70
OZ CREAM POLISH	43
PALMETTO	36
PAX-LANO-SAV	38A
PAX-SOLV	39
PDQ	22A
PEAT SORB OIL ABSORBENT	32
PENBLAST 316M	73A
PENETONE 155	9A, 13, 63
PENETONE HAND CLEANER	37
PERMA SHIELD (ENSEEL ACRYLIC SEALER & UNDER COATER)	28
PERMA SHINE (BRITE EYES WET LOOK PREMIUM GRADE FLOOR FINISH)	28
PERMAG #40	71B
PHOENIX CRYSTAL GLASS CLEANER	72B
PINE #3	21A

PRODUCT	CATEGORY
PINE GOLD	22A
PINE ODOR DISINFECTANT	21A
PINE SOL BROAD SPECTRUM FORMULA	21A
PINK LOTION HAND SOAP	37
PINK LOTION SOAP	36
PINK LOTION SOAP/CAPCO COCONUT LIQUID HAND SOAP	36
PINK VELVET HAND SOAP	36
PLAZA	28
PLEDGE	31A
PLEX-I-GUARD AEROSOL	72E
PLEXI-I GUARD LIQUID	72B
PLUS 5	12
PORT TUNNEL CLEANER	70
POT LUCK	74
POUR & SWEEP	18B
POWER GOLD HAND CLEANER W/CRUSHABLES	36
POWERTONE	29A, 65A
PRIME TIME	29A, 72A
PRO SHINE	72E
PROFESSIONAL CARPET SHAMPOO	12
PROFESSIONAL SPOT PREP	61B
PROFOUND	12
PROLONG	53C
PROTECTIVE CREAM 411	57
PS 3200, PART #3111	32
PURITINE	71B
QUAT #2	21A
QUICK FILL 310	21A
QUICK FILL 930	21A
QUICK QLEEN #2 A/C CLEANER	13
QUICK QLEEN #2 INTERIOR CAR CLEANER	73B
QUICK TUNNEL WASH	70
RAM ALL PURPOSE CLEANER	22A
RELKEM 99	22A
RENU (RENU READY TO USE SPRAY BUFF EMULSION)	62
RE-NU CONCENTRATED CARPET SHAMPOO	12
REPEL "SPORTSMEN" INSECT BLOCK 29 (Spray Can)	42
RESTORO POLISH 00 SMOKE	43
REVITALIZE 101 PRESPRAY/BONNET DETERGENT	61B
REVITALIZE 201 EXTRACTION DETERGENT	12
REVITALIZE 31 BEVERAGE SPOTTER	61B
REWARD	74
RICHFOAM LIQUID HAND SOAP	36
RID-O-GERM PINE OIL DISINFECTANT NO. 5	21A
RINSE DRY	74
RINSE IT SP-4	74
RMS-16	9A
RMS-36	63
ROUND-UP SUPER CONCENTRATE	12
ROYAL BUFF	28

PRODUCT	CATEGORY
ROYAL ENCOUNTERS	62
ROYAL FLUSH	22A
ROYAL TREATMENT	28
RT6	22A
RUG & CARPET SHAMPOO	12
RUG & UPHOLSTERY SHAMPOO	12
RUG ED CARPET SHAMPOO	12
RUG SHAMPOO CONCENTRATE	12
RUGBEE CARPET & ROOM DEODERIZER	45
RUGBEE ENZYME SPOTTER	61B
RUGBEE EXTRACTION PLUS CLEANER	12
RUGBEE FOAM SHAMPOO	12
RUGBEE SOLVENT SPOTTER	61B
RUGBEE TANNIN TREATMENT & DEBROWNER	12
RUG-EEZE	12
SANIGIZER	36
SANIKLEEN	21A
SANISCREEN WITH CLEANER BLOCK	21
SANO-CHLOR	74
SASSAFRAS ALL PURPOSE CLEANER	22A
SBS-30 WATERLESS SKIN CLEANER	39
SBS-46	57
SBS-61	37
SC-1000	70
SCRUB	29A
SEE KLEAR GLASS CONCENTRATE CLEANER	72B
SEE-THRU WINDOW CLEANER	72B
SEVENTY 7	22A
SHIMMER	65A
SHINELINE MULTI SURFACE CLEANER	70
SILKY FURNITURE AND EQUIPMENT POLISH	31A
SILVER KLEEN SS	74
SILVER POLISH	74
SIMPLE GREEN	18A, 31B
SIMPLY ROYAL	22A
SLIMLINE PINK PEARL LOTION HAND CLEANER	37
SNAPBACK	62
SOFT TOUCH HAND SOAP	36
SOIL RELEASE #58 PRE SPRAY	61B
SOIL SCREEN GERMICIDAL DISINFECTANT	21A
SOIL SCREEN ALL PURPOSE NEUTRAL FLOOR CLEANER	29A
SOILAX	74
SOILAX SPRAY CLEANER	72E
SOLAR GUARD SUNSCREEN TOWEL	57A
SOLID POWER	74
SOLID POWER PLUS	74
SOLID SPOT FREE	74
SOLIDAIRE GOLD LABEL (SOLID)	45
SOLIDAIRE RED LABEL (SOLID GEL)	45
SOLITAIRE	74

PRODUCT	CATEGORY
SOLS-SPEEDI DRY	32
SOLVENT CLEANER & DEGREASER	18A
SON OF SUPER BRUTE PLUS	70
SPARKLE	72B
SPECIAL CASTILE SOAP	36
SPEEDBALL HEAVY DUTY SPRAY CLEANER	22A
SPIT SHINE ULTRA HIGH SPEED KLEEN & BURNISH	28, 62
SPRAY BUFF	62
SPRAY IT CLEAN	22A
SPRAY N' BUFF CARPET CLEANER	12
SPRAY N' FRESH	45
SPRAY N' SHINE GLASS CLEANER	72B
SPRINT	28
SPRUCE POWER X	18A
SQUARE ONE	29A
SSS COMMANDAIRE MICRO AEROSOL REFILLS	21A
SSS GLASS CLEANER	72B
SSS HEAVY DUTY CLEANER	22A
SSS NON-ACID BOWL CLEANER	66B
STAIN-EX	61B
STEAM PAC 7 1207	12
STEAM SOFT	24A
STEP OFF	29A
STERIGENT	72A
STONE MEDIC MARBLE POLISHING COMPOUND	28
STONE-GLO MARBLE/TERRAZZO CLEANING CONCENTRATE	22A
STRENGTH	63
STRIDE READY-TO-USE	22A
STRIPPIT	29A
SUN SENSE SPF-15 TOWELETTE	57A
SUNBATH DEODERIZING CLEANER	22A
SUNDANCE FLOOR CLEANER	29A
SUN-GLO ACRYLIC FLOOR SEALER	29B
SUN-GLO BASE STRIP	29A
SUN-GLO CITRUS ALL CLEANER	22A
SUN-GLO C-THRU WINDOW CLEANER	72B
SUN-GLO EVERLAST HI-SPEED FLOOR FINISH	28
SUN-GLO FLOOR RESTORER	62
SUN-GLO GUM OFF	12
SUN-GLO HEAVY DUTY DEGREASER	22A
SUN-GLO HOT STRIPPER	29A
SUN-GLO MINT BOWL CLEANER	66B
SUN-GLO PROMISE FLOOR FINISH	28
SUN-GLO WELSITE TILE & FLOOR CLEANING CONCENTRATE	72A
SUNNY-SIDE	28
SUPER CONCENTRATE PROTECTIVE SOIL REMOVER	70
SUPER GLOSS FLOOR FINISH #23	28
SUPER GUARD	30
SUPER POLYMER FLOOR FINISH	28
SUPER SAVER	74

PRODUCT	CATEGORY
SUPER STRIP II	29A
SUPER WASH INDUSTRIAL GREASE BUSTER	70
SUPERIOR ODOR CONTROL	45
SUPER-SORB INSTANT LIQUID & VOMIT ABSORBENT	19
SURFACIDE 6	21A
SW 1000	18A
SWELL STAINLESS STEEL CLEANER	65A
SWIFFER ADVANCED CLEANER	22A
SWIFFER ADVANCED OR WOOD CLEANER	22A
SWIFFER MOISTENED FLOOR WIPES	22A
SWIFFER WOOD CLEANER	22A
SYNCO	22A
SYNTHRO 26 RUG SHAMPOO	12
T.M.T. - L	22A
TASKI SANIFRESH	21A
TETROX	74
THE CLEANER	26B
THE NATURAL ALL PURPOSE MULTI-SURFACE CLEANER	71C
THE NATURAL BASIN, TUB & TILE CLEANER	72A
THE NATURAL SUPER ORANGE CLEAN	22A
TILE & TERRAZZO RECYCLING CONENCTRATE 9650	29A
TOP CLEAN	22A
TOP FLITE FLOOR & SURFACE DETERGENT	22A
TOP GUARD READY TO USE	29B
TOPNOTCH	72A
TOTAL FLOOR FINISH	28
TOUGH CLEAN TC85 BIODEGRADABLE	18A
TOUGH DUTY	22A
TRACK-TEX AM	73B
TRAFFIC	28
TRAFFIC 25	28
TRAFFIC LANE SPOTTER	61B
TRILINC	28
TRIPLE S STAINLESS STEEL CLEANER	65A
TRI-TEX	61B
TUFF CLEAN	22A
TUFF STUFF FLOOR FINISH	28
TUFFY MINT DISINFECTANT	21A
TUFFY MOP & BUFF	62
TUFFY PINE DISINFECTANT TYPE 303	21A
TUFFY PINE SCRUB	29
TUFFY SPRAY BUFF	62
TUNNEL WASH	70
TURTLE WAX EXPRESS SHINE SPRAY, T-136(C)	8
ULTIMATE ALL PURPOSE CLEANER	22A
ULTRA BLEACH	21B
ULTRA CLEAN GRAFFITI BLASTER 17614, 17601, 17605, 17754	31B
ULTRA CLEAN GRAFFITI BLASTER 17802, 17805, 17854	31B
ULTRA GLOSS FLOOR FINISH	28
ULTRA ONE G-5	70

PRODUCT	CATEGORY
UNBELIEVABLE	12
UNIKLEEN	22A
UNITED 550 PURPLE POWER	22A
VALUE	22A
VANGARD DISINFECTANT SPRAY	21A
VANI-SOL DISINFECTANT WASHROOM CLEANER	66B
VICTORY	28
VITA FLOOR ARREST BUFFABLE FINISH	28
VITA FLOOR CLEANER	29A
WELGICIDE	21A
WINDOW CLEANER CONCENTRATE	72B
WORKFORCE ALL PURPOSE ABSORBENT	31B
WYANDOTTE FLOOR STRIPPER	29A
ZAP (FLOOR FINISH MAINTENANCE & NEUTRAL CLEANER)	28
ZEP ALL PURPOSE CLEANER & DEGREASER	22A
ZEP BLUE MAGIC	70
ZEP D-A	19
ZEP ORANGE GEL DEGREASER	22A
ZEP-X-8886	70
ZEP-X-9081	70
ZORB ALL	32

APPENDIX

Instructions for accessing "On-Line MSDS"

The Operations Services Department provides direct online access to Material Safety Data Sheets for Port Authority and PATH staff. The 3E Corporation, the Port Authority vendor, provides access to MSDSs for chemical products used at the Port Authority and PATH to obtain the required health, safety and emergency information.

MSDSs are now managed through the Internet. Employees with administrator access can update the database by entering information online for new products.

If a particular MSDS is not accessible online, please contact 3E staff. The 3E team is available 24 hours a day, seven days a week by calling 1-800-451-8346 or select the 3E InstaCall icon from the 3E welcome page after logging in. When you call, provide the product name, part number, manufacturer, UPC code if available, and your fax number.

A 3E Online Tutorial (about five minutes) is available on the 3E home page by selecting "Help" from the menu bar, then selecting "Online Help." ***Click here to go directly to the Online Tutorial http://www.getmsds.com/Tutorial/start.html***

Finding an MSDS:

Click on the Search button. Type the full product name or a part of the name in the search criteria field. A list of all products with that name will appear. You can also search for a product by entering the name of the manufacturer. Then a list of all products in the database from that manufacturer will appear. The application will not attempt to correct the spelling, so it is critical to be mindful of the spelling.

1. MSDSs are available on the underlined products. Click on them.
2. To view the MSDS, click on View on the right side of the screen.
3. The MSDS will appear on the screen, and can be printed.
4. To exit, close the screen and use the back arrow to go back to select another product or return to the home screen.

EXHIBIT I

(Sample Statement)

XYZ COMPANY - Contract # _____

WAGE and BENEFITS STATEMENT

Period Covered: June 1, xxxx to Novemer 30, xxxx

MINIMUM HOURLY WAGES, HEALTH & SUPPLEMENTAL BENEFITS	Job Class 1	Job Class 2	Job Class 3	Job Class 4	Job Class 5
Number of Employees	_____	_____	_____	_____	_____
Wages					
Straight-Time Wages	$ 330,000.00	$ 250,000.00	$ 90,000.00		
Shift Differential	2,000.00	-	-		
Total Wages	$ 332,000.00	$ 250,000.00	$ 90,000.00		
Supplemental Benefits					
Health	$ 31,950.00	$ 25,000.00	$ 20,000.00		
Holiday	9,500.00	8,000.00	9,500.00		
Vacation	4,000.00	3,000.00	4,000.00		
Sick	4,000.00	3,000.00	4,000.00		
Personal	1,000.00	1,000.00	1,000.00		
Jury Duty / Bereavement	-	500.00	-		
Bonus	13,600.00	10,000.00	13,600.00		
Welfare	31,950.00	25,000.00	20,000.00		
Dental	1,000.00	1,000.00	1,000.00		
Pension / 401K	12,500.00	12,000.00	12,500.00		
Other (please *specify*)	-	-	-		
Other (please *specify*)	-	-	-		
Total Supp. Benefits	$ 109,500.00	$ 88,500.00	$ 85,600.00		
WAGES, HEALTH & SUPP. BENEFITS COMBINED	$ 441,500.00	$ 338,500.00	$175,600.00		
HOURS					
Straight-Time Hours	36,600.00	25,000.00	11,000.00		
Add: Roll Call Time, *if applicable*	550.00	550.00	550.00		
Less: Relief Time, *if applicable*	(500.00)	(500.00)	(500.00)		
Less: Meal Time, *if applicable*	-	-	-		
Total Hours	36,650.00	25,050.00	11,050.00		
MINIMUM HEALTH BENEFITS					
HEALTH BENEFITS	$3.50	$3.50	$3.50		
CONTRACT REQUIREMENTS	$3.50	$3.50	$3.50		
Difference	$0.00	$0.00	$0.00		
SUPPLEMENTAL BENEFITS	_____	_____	_____		
MINIMUM HOURLY WAGES					
RATES PAID	$15.50	$15.50	$15.50		
CONTRACT REQUIREMENTS	$14.50	$14.50	$14.50		
Difference	$1.00	$1.00	$1.00		

Note:
Details by month and by employee must be available and may be submitted with this statement.

Statement Certified by: _____

Name *Title* *Date*

EXHIBIT II
(Sample Statement)

XYZ COMPANY - Contract # _____
WAGE and BENEFITS STATEMENT
Period Covered: June 1, xxxx to Novemer 30, xxxx

I certify that each employee in the job categories _____, _____, and _____ (add categories as needed), were paid the minimum hourly wages, minimum hourly health benefits, and minimum hourly supplemental benefits required by this contract, except for those employees listed below.

Employee name:	John Smith Job cat. A	Jane Smith Job cat. A	John Doe Job cat. B	Jane Doe Job cat. B	etc.
Minimum Hourly wages	$14.50	$14.50	$15.00	$15.00	
Hourly wages paid	14.45	14.49	14.90	14.95	
Difference	($0.05)	($0.01)	($0.10)	($0.05)	
Minimum Health Benefits	$3.50	$3.50	$3.50	$3.50	
Hourly health benefits paid	3.40	3.50	3.50	3.45	
Difference	($0.10)	-	-	($0.05)	
Minimum Supplemental Benefits	$1.00	$1.00	$1.00	$1.00	
Hourly supplemental benefits paid	0.99	0.99	0.99	1.00	
Difference	($0.01)	($0.01)	($0.01)	-	

Statement Certified by:

Name & signature *Title* *Date*