

**CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT (CLT)**

**REQUEST FOR PROPOSAL  
RFP AVIA 25-02 ON-CALL WINDOW WASHING SERVICES  
ADDENDUM # 1  
FEBRUARY 3, 2025**

This Addendum is hereby made a part of the contract documents and specifications of the above-referenced project. All other requirements of the original plans and specifications shall remain in effect in their respective order. Acknowledge receipt of this addendum by inserting its number and date on Form #1 of your proposal.

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**General Note:**

Proposals for the above will be received via the e-bidding portal until 2:00 pm EST on February 13, 2025.

**Scope of Work Additional Information:**

1. Section 3: Exhibit A, Section 2, Services Scope of Work, # 2 of the RFP is hereby deleted and replaced with the following:  
*Furnish all equipment and supplies required to perform the work. This should include a manlift, boom lift to accommodate high cleaning work. CLT may provide the manlift around and inside the terminal.*
2. Section 3: Exhibit A, Section 2, Services Scope of Work, # 6 of the RFP is hereby deleted and replaced with the following:  
*Perform all cleaning between the hours of 10:00 PM and 4:30 AM or as agreed to on individual cases by the Facility Services Manager and the Company:*
  - a. *The Airport will provide an elevator operator when needed during work inside the elevator shaft. This work must be scheduled.*
  - b. *No puddling inside the elevator shaft to protect the control units.*
3. The following is added to Section 3: Exhibit A, Section 2, Services Scope of Work, as # 17 of the RFP:  
*Bidders may hook a hose to the orange fire hydrants only. All other hydrants must have a backflow prevention valve. Bidders may borrow the backflow prevention valve from CLT. Bidders are responsible for replacement if damaged or lost.*

**Questions received are answered as follows:**

**1. Can you please provide the current contract pricing?**

*The maximum amount of the Contract shall not exceed three hundred and seventy-five thousand dollars (\$375,000).*

**2. On the diversity and inclusion program - is it required? And if so, what is the participation goal/percentage? On page 19 of the RFP Section D. Goal, the RFP states "xxx" percent.**

*Yes, this contract is subject to the requirements of the Charlotte Business INClusion (CBI) Program. The Bidder is required to identify a minimum of one (or more) CBI certified vendors to work with under the contract on the CBI Form 3 they submit with their proposal. A CBI Contract Goal will be negotiated with the awarded firm(s) prior to contract execution.*

*Note: CBI certified firms bidding as Prime may count their performance towards the contract goal.*

**3. During the site walk it was noted that the orange fire hydrants were available for water use. Referring to page 27 of the RFP section 3. ... Do we need to get a water permit if we are able to use the orange hydrants?**

*Yes, a water permit is required.*

**4. How many times do you want this done each year?**

*This is an on-call contract and services will be requested as needed.*

**5. When you say May 1st as the start date, how soon after this day do you need to start the project?**

*This is an on-call contract and services will be requested as needed.*

**6. What is the ideal timeline to complete the whole project?**

*The term of the Contract will be for three (3) years from the Effective Date with an option to renew for up to two (2) additional one-year terms.*

- 7. Can you clarify where your boom lifts are provided in light of the spec reference on the response form?**

*One lift will be provided to Bidders for the cleaning of the Main Terminal windows; both inside and outside. Bidders must complete CLT training before use.*

- 8. Inside the Concourse and Terminal where we have to clean above 10ft. Can we rope off the boom lift during the day when not using this or do we have to move it outside?**

*No.*

- 9. Can we operate multiple boom lifts at once inside or outside?**

*This will be determined on a location-by-location basis. CLT will only provide one lift in the areas referenced in Question 7.*

- 10. Since we are allowed to clean between 10 PM - 4:30 AM each day. Are we able to set up and tear down one hour before start and one hour after finishing each day? Is this flexible for the areas around the parking decks?**

*We have flexibility in all areas excluding the Main Terminal.*

- 11. Are you able to provide a detailed map of the facilities that match the bid response form? We would like to be 100% on the same page with the Response forms abbreviation.**

*A detailed map can be provided upon award.*

- 12. When you award the project, will it be partitioned out or given in full? I understand that the document says this is a potential. This will be helpful to know so we can reduce the cost of boom lifts.**

*Propose as if given in full. Any changes will be negotiated with the company(s).*

- 13. Are the chairs easily movable in the new concourse for boom lifts etc.?**

*Yes, the chairs are easily movable.*

**14. Is there any kind of schedule you try to abide to? What has been the frequency of windows getting cleaned in the last 3 years?**

*This is an on-call contract and services will be requested as needed. Frequency has been limited but not expected in the future.*

**15. What is the amount of lead time we receive when you have a request?**

*Lead time may vary. Historically, we have known in advance when work will be requested.*

**16. What were the costs in the last three years to perform the window washing and could you share a budget for this year?**

*The maximum amount of the Contract shall not exceed three hundred and seventy-five thousand dollars (\$375,000). We do not have a finalized budget.*

**17. We estimate a 60ft boom lift will give us access to the exterior areas we need. Could you clarify if there are areas where any bigger lift is needed?**

*The 60' should be sufficient in all areas.*

**18. What is the difference between the Old Terminal and TLE?**

*The Old Terminal is located on Yorkmont Road on the south side of the campus. The Terminal Lobby Expansion, TLE, is the main entrance to the terminal.*

**19. Is the terminal overhang included? If so, what is that part of TLE?**

*Terminal Overhang is not included.*

### In Person Attendee Sheet:

<b>Name</b>	<b>Company Name</b>	<b>E-mail Address</b>	<b>Telephone No.</b>
<b>Cochran, Evan</b>	Window Genie	<a href="mailto:ecochran2240@gmail.com">ecochran2240@gmail.com</a>	5023950757
<b>Molina, David</b>	Window Genie	<a href="mailto:davidmolina031@gmail.com">davidmolina031@gmail.com</a>	9803358704
<b>McKnight, Byron</b>	The Window Sparklers	<a href="mailto:sales@windowsparklers.com">sales@windowsparklers.com</a>	9103737682
<b>Meda, Chris</b>	Oneliance	<a href="mailto:cmada@oneliance.com">cmada@oneliance.com</a>	7042815500
<b>Estrada, Omar</b>	Oneliance	<a href="mailto:jmhah@oneliance.com">jmiah@oneliance.com</a>	7046355042
<b>Herrera, Rafael</b>	Scotties Building Services	<a href="mailto:rafael.herrera@scotties1.com">rafael.herrera@scotties1.com</a>	9194129716
<b>Petty, Caroline</b>	Scotties Building Services	<a href="mailto:caroline.petty@scotties1.com">caroline.petty@scotties1.com</a>	7045331265
<b>Fierick, John</b>	Joffie	<a href="mailto:john@joffie.com">john@joffie.com</a>	7046345858
<b>Kirk, Tyler</b>	Window Hero	<a href="mailto:tyler.kirk@windowhero.com">tyler.kirk@windowhero.com</a>	704756601
<b>Edwards, Trey</b>	Xtreme Eco Blasting	<a href="mailto:tedwards@xtremeecoblasting.com">tedwards@xtremeecoblasting.com</a>	7049991718
<b>Gibbs, Darrell</b>	Krystal Klean	<a href="mailto:darrell.gibbs@krystalkleanusa.com">darrell.gibbs@krystalkleanusa.com</a>	6154058817
<b>Cruz, Juan</b>	Jua Jua Cleaning	<a href="mailto:juan@juajuacleaning.com">juan@juajuacleaning.com</a>	8432451670

### Online Attendees

Meeting title	RFP AVIA 25-02 On-Call Window Washing Services (Pre-Proposal Conference)	
Attended participants	10	
Start time	1/23/25, 1:44:32 PM	
End time	1/23/25, 3:28:29 PM	
Meeting duration	1h 43m 57s	
Average attendance time	19m 44s	
Name	Company	Email
Carson Hooks (External)	Window Hero Charlotte	<a href="mailto:carson.hooks@windowhero.com">carson.hooks@windowhero.com</a>
Marg Olsim (External)	Marg- Klén Space	<a href="mailto:contracts@klenspace.com">contracts@klenspace.com</a>
Joshua		

# Pre-Proposal Meeting Presentation



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## ON-CALL WINDOW WASHING SERVICES RFP AVIA 25-02

**Pre-Proposal Meeting  
January 23, 2025, at 2:00 PM EST**

CITY OF CHARLOTTE DEPARTMENT

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## AGENDA

- Housekeeping Items
- Introductions and Attendance
- Submission Requirements
- Proposal Format (Required Forms)
- Selection Criteria
- Addenda and Proposer Questions
- e-Bidding Portal
- CBI Program Requirements
- Scope of Work
- Security Requirements
- Site Visit
- Closing



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## HOUSEKEEPING ITEMS

- The purpose of this conference is to present information found in the Request for Proposal (RFP).
- RFP clarification questions will only be accepted and answered by submission through the e-bidding portal's Q&A board. Answers are to be provided via addendum.
- You may email [Dihya.Lasheb@cltairport.com](mailto:Dihya.Lasheb@cltairport.com) with questions regarding the operation of the e-bidding portal.
- Today's presentation will be included with an addendum.
- Vendor registration and related information:  
<https://www.charlottenc.gov/Growth-and-Development/Doing-Business/Vendor-Registration>



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## INTRODUCTIONS AND ATTENDANCE

- **Presenters:**
  - Dihya Lasheb-Laribi– RFP Manager
  - Eleeta Wesley – Business Inclusion Specialist
  - Kevin Lynch – Project Manager
  - Aireyanna Kennedy – Construction Security PM
- **Attendance:**
  - Please be sure to capture your attendance (i.e.name, company name, and email address):
    - In-person attendees, please sign the attendee sheet on the table.
    - Online attendees, please add your information in the chat.



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## SUBMISSION REQUIREMENTS

### **Submission Requirements:**

- Companies must submit ONE (1) original and complete proposal in searchable Adobe Acrobat .pdf format, signed in ink, or digitally signed.
- Proposals must have standard text no smaller than twelve (12) points. Text in charts and graphs may be reduced.
- Please combine all documents into one submission packet.
- Please name your file using twenty (20) characters or less.
- Please share username and password among co-workers.
- Proposals must be submitted through the e-Bidding Portal, using the link provided within the RFP document. CLT will not accept submissions through any other means (i.e. – mailed, faxed, emailed, hand delivered, etc.)

### **Proposal Submission Deadline:**

- February 13, 2025, at 2:00 PM EST (per CLT's clock)
- The bid portal will close promptly at 2:00 PM EST. **Late submissions will not be accepted.**
- Please notify Dihya Lasheb-Laribi via email at [Dihya.Lasheb@cltairport.com](mailto:Dihya.Lasheb@cltairport.com) if you experience issues using the bid portal. All other questions must be submitted through the Q&A link in the bid portal.
- DO NOT wait until the last minute!

### **Target Dates:**

- Estimated start date is May 1, 2025.



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## PROPOSAL FORMAT (REQUIRED FORMS)

Proposals shall consist of the following forms:

- Form 1, Proposal Form
- Form 2, Qualifications and Proposer Requirements
- Form 3, Nondiscrimination Certification
- Form 4, CBI Program Requirements
- Form 5, Confidential Information
- Form 6, Pricing Worksheet

(Reminder: Bidders must enter pricing into the e-Bidding portal.)

**\*All required forms must be completed, signed and uploaded\***



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## SELECTION CRITERIA

<b>Experience</b>	CLT will evaluate the Proposer based on its ability to meet the Experience requirements as set forth in the Specifications.
<b>Operations Plan</b>	CLT will evaluate the Proposers ability to meet the requirements set forth in the Specifications as detailed in the Proposer's Operation Plan.
<b>Staffing Plan</b>	CLT will consider the plan to provide necessary staffing and the experience of the individual team members proposed to provide the Work.
<b>Compensation</b>	CLT will evaluate the Proposer on the overall compensation proposed related to the provision of the Work.



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## ADDENDA AND PROPOSER QUESTIONS

- All addenda will be posted to the e-Bidding Portal, and the City of Charlotte website and broadcast through Public Input.
- Questions and Answers will be included in the addenda for the benefit of all proposers.
- Questions must be submitted in written form through the e-Bidding Portal Q&A board.
- The deadline for submitting written questions will be on January 27, 2025, at 4:00 PM EST.
- Answers via addendum will be posted no later than February 3, 2025, at 4:00 PM EST.



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## E-BIDDING PORTAL

- Please use the link provided in the RFP to access the e-Bidding Portal.
- **PLEASE NOTE:** The e-Bidding link is the “Invitation Key”.
- If this will be your first-time logging into the e-Bidding portal, you will need to create login credentials.
- Use Chrome or Firefox as your browser when accessing the bid portal (do not use Internet Explorer).



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# E-BIDDING PORTAL

Charlotte Douglas International Airport (CLT) / Solicitations 020 Facilities  
 ↳ RFP AVIA 25-02 On-Call Window Washing Services

**Status**  
 Bid Package Open  
 Bidding Pending  
 Response Submitted No

**22 Days 20 Hours 57 Minutes Left**  
 Due on 02.13.2025 at 2:00 PM  
 (GMT-05:00) Eastern Time (US & Canada)

**Summary**  
 Base Bid Total 0.00

Package Invitation Response Form Q&A Board

Accept Decline

Bid Info **Invitation Documents (2)** Addenda

Hide All Show All

Click this icon to download files. Clicking the icon next to a folder will download all files and subfolders within it.

File / Folder Name	Uploaded on	File Size
Solicitation Documents (2)	12.30.2024 8:28 AM	
CLT Visitor Instructions.pdf Version 1	01.15.2025 12:12 PM	2.41 MB
RFP AVIA 25-02 On-Call Window Washing Services.pdf Version 1	01.13.2025 11:08 AM	458.53 KB



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# E-BIDDING PORTAL

Charlotte Douglas International Airport (CLT) / Solicitations 020 Facilities  
 ↳ RFP AVIA 25-02 On-Call Window Washing Services

**Status**  
 Bid Package Open  
 Bidding Pending  
 Response Submitted No

**22 Days 20 Hours 57 Minutes Left**  
 Due on 02.13.2025 at 2:00 PM  
 (GMT-05:00) Eastern Time (US & Canada)

**Summary**  
 Base Bid Total 0.00

Package Invitation Response Form **Q&A Board**

Submit Question Export

View List View All

Note: The date and time are shown in the bid time zone.

View	Subject	Questionee	Date & Time
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Submit Question

\* Required field

Your question may be made public to other bidders.

Subject \*

Start typing....

Question \*

Start typing....

Submit Question

Cancel

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E-BIDDING PORTAL

Charlotte Douglas International Airport (CLT) / Solicitations 020 Facilities

RFP AVIA 25-02 On-Call Window Washing Services

Status

Bid Package

Open

Bidding

Pending

Response Submitted

No

22 Days 20 Hours 57 Minutes Left

Due on 02.13.2025 at 2:00 PM  
(GMT-05:00) Eastern Time (US & Canada)

Summary

0.00

Base Bid Total

0.00

Package Invitation

Response Form

Q&A Board

Submit

STEP 1: Bid Form

STEP 2: Response Documents

STEP 3: Additional Info

Proposed Pricing

#	Description	Spec Reference	Part Number	Quantity	UoM	Unit Cost	Total Cost
1	2 Stair Towers; To include Elevator Shafts & Lobby	Express Deck 1	Interior	1.0000	EA		
2	2 Stair Towers; To include Elevator Shafts & Lobby	Express Deck 1	Exterior	1.0000	EA		
3	1 Stair Towers; To include Elevator Shaft	Express Deck 2	Interior	1.0000	EA		
4	1 Stair Towers; To include Elevator Shaft	Express Deck 2	Exterior	1.0000	EA		

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## E-BIDDING PORTAL

Charlotte Douglas International Airport (CLT) / Solicitations 020 Facilities  
 ↳ RFP AVIA 25-02 On-Call Window Washing Services

<b>Status</b> Bid Package: Open Bidding: Pending Response Submitted: No	<b>22 Days 20 Hours 57 Minutes Left</b> Due on 02.13.2025 at 2:00 PM (GMT-05:00) Eastern Time (US & Canada)	<b>Summary</b> Base Bid Total: 0.00
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Package Invitation      **Response Form**      Q&A Board

**Submit Proposal here**

Submit

STEP 1: Bid Form

**STEP 2: Response Documents**

STEP 3: Additional Info

⚠ There are no supporting documents attached to this bid.

Please provide response documents

**This box will appear to upload submission packet here**

Upload Additional Files

Drag and drop files here to upload, or browse.

### Reminder:

- Upload as one (1) file
- File name 20 characters or less
- Don't wait until the last minute!



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## Charlotte Business Inclusion (CBI)

The City will negotiate an MWSBE goal for this project.

City Certified Minority, Women and Small Business Enterprises (MWSBEs) may count 100% of self performance toward contract goal.

### Required Forms

- Proposal Form 4 Charlotte Business Inclusion Program Requirements Form
- CBI Form 3 Utilization Commitment Form

CBI Form 3 is accessible on CLT's website under Business with CLT – Business Diversity Programs

This Contract may be subject to the terms and conditions of the City's Charlotte Business INclusion (CBI) Program regarding subcontracting opportunities that may arise during the term of the Contract.

The CBI Program can be found at: [www.charlottebusinessinclusion.com](http://www.charlottebusinessinclusion.com)

Search for MWSBE firms: <http://charlotte.diversitycompliance.com>



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## Charlotte Contractor Development Program (CCDP)

The Contractor Development Program, sponsored by the City of Charlotte – Charlotte Business Inclusion Program is designed to provide guidance to Minority, Women, and Small Business Enterprises (MWSBEs) and NC DOT Disadvantaged Business Enterprises (DBEs) in pursuit of contracting opportunities with the City of Charlotte. The CCDP assists construction related firms with capacity building and business development as well as obtaining bonding and contract-based finance assistance so that participating firms are prepared to bid on city projects. For more information and to enroll in the City of Charlotte Contractor Development Program, contact the CCDP at (888) 717-3341 or send an email to [ccdp@imwis.com](mailto:ccdp@imwis.com), or visit <https://www.charlottenc.gov/Growth-and-Development/CBI/Contractor-Development-Program>.



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## SCOPE SUMMARY

The scope of this contract shall be to provide window cleaning services through the Airport's main terminal, business valet parking decks, daily parking decks, hourly parking deck, old terminal, and ramp tower. Work will include interior and exterior window cleaning on an "on-call" basis.



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## AIRPORT SECURITY REQUIREMENTS

### Security Program

### Airport Badging Requirements

Please see requirements in solicitation packet and go to [www.cltairport.com/business/credentialing](http://www.cltairport.com/business/credentialing) for all information regarding CLT's Security Program, Policies and Procedures, FAQs, etc.



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## SITE VISIT

- Round-trip shuttle provided from/to CLT Center.
- Do not bring bags.
- A valid (unexpired), government-issued photo ID required **ON YOUR PERSON** for the **ENTIRE** duration.
- All attendees will get visitor's pass.
- Always stay with staff escorts.
- Photos only in authorized areas.
- All questions submitted in writing via e-Bidding portal Q&A board.



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**THANK YOU!**

