



GREATER ORLANDO AVIATION AUTHORITY

Innovation Connecting the World

FINANCE COMMITTEE MEETING

January 17, 2024





GREATER ORLANDO AVIATION AUTHORITY

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AVIATION AUTHORITY BOARD MEETING

January 17, 2024





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CONSIDERATION OF MEETING MINUTES



RECOGNIZING YEARS OF SERVICE

20 YEARS



Mark Revels – Firefighter/Engineer - ARFF



Randall Richards – Lieutenant - ARFF



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RECOGNIZING YEARS OF SERVICE

25 YEARS



Alba Bueno – Senior Administrative Assistant, Board Services



Joseph Ambrose – Senior Project Manager, Information Technology



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RECOGNIZING YEARS OF SERVICE

Timothy Mentzer
20 Years of Service



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CONSENT AGENDA ITEMS





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PROCUREMENTS





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CEO REPORT





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2

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04:00 PM



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01/23/2024



Select Time

04:00 PM



Terminal

Please select



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PEDESTRIAN BRIDGE



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TERMINAL C – GATES 250-253



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NEW BUSINESS ITEM A

**Recommendation of the Procurement Committee to
Award Request for Proposals 24-137-RFP,
Curbside Traffic Management Services to
Allied Universal Security Services**

BACKGROUND

Curbside management services at Orlando International Airport encompass vehicle and pedestrian traffic management and enforcement of federal security regulations, delivered with a customer-friendly focus.

The contractor is to ensure the courteous, safe, and expeditious movement of both vehicular and pedestrian traffic at the arrival and departure curbs of Terminals A, B, and C.

The term of the contract will be for five years, with the initial service to begin on March 1, 2024.



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ISSUES

On October 17, 2023, the Aviation Authority received the following proposals, listed in alphabetical order:

Proposer	Total 5-Year Proposal Price
Allied Universal Security Services	\$32,185,329.00
Global Security Associates	\$34,062,195.31
Inter-Con Security Systems, Inc.	\$32,933,682.90

On December 20, 2023, the Procurement Committee reviewed each firm's proposal, staff evaluations, and scored the received proposals as follows:



ISSUES

Criteria	Max Points	Allied Universal Security Services	Global Security Associates	Inter-Con Security Systems, Inc.
Experience and Qualifications, Project Completion, References	20.00	17.00	16.00	15.00
Knowledge and Experience of Key Individuals and Team	20.00	17.00	18.00	16.00
Plans include Staffing, Transition, Training, Customer Service	20.00	18.00	17.00	15.00
Meeting the MWBE Goal, Prior or Pending Convictions, Indictments, Investigations, Claims	20.00	18.00	16.00	16.00
Management Fee	20.00	20.00	15.92	18.15
Total Score	100.00	90.00	82.92	80.15



SMALL BUSINESS

The contract includes a Minority and Women Business Enterprise (MWBE) participation requirement of 25%, of which Allied Universal Security Services has committed to the 25% MWBE participation requirement.

FISCAL IMPACT

The five-year value is a not-to-exceed amount of \$32,185,329.



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RECOMMENDED ACTION

It is respectfully requested that the Aviation Authority Board resolve to:

- Accept the Procurement Committee's ranking of proposals for the Curbside Traffic Management Services;
- Award Contract 24-137-RFP to Allied Universal Security Services;
- Authorize funding from the Operations and Maintenance Fund in the not-to-exceed amount of \$32,185,329; and,
- Authorize an Aviation Authority Officer or the Chief Executive Officer to execute the necessary documents, following satisfactory review by legal counsel.





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NEW BUSINESS ITEM B

**Recommendation to Award Request for
Proposal 23-381-RFP
Train Station Janitorial Services to
Sterling Building Services, Inc.**

BACKGROUND

RFP 23-381-RFP was designated as a Local Developing Business direct contract to provide janitorial services at the Train Station at Orlando International Airport. Three LDB janitorial services companies submitted final proposals.



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ISSUES

- One firm, Kings Service Solutions, acknowledged that it could not honor the price it submitted and, therefore, it cannot be considered for the award.
- Two firms remained:
 - Southeast Airport Services
 - Sterling Building Services, Inc.



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ISSUES

Mandatory Minimum Criteria 3.f.:

- Respondents' experience must be able to show that the Respondent has successfully performed janitorial maintenance services for a transportation facility or public access facility (can be a single building and/or a campus of contiguous buildings less than 5 miles from each other, under ONE contract) under conditioned air with a minimum of 300,000 square feet of floor area of which 60% may be hardscape and/or patio, serviced in multiple shifts over a 24 hour period, seven days per week, **for which the Respondent has employed or managed at least 50 full-time equivalent positions in** performing its janitorial services.



ISSUES

“for which the Respondent has employed or managed at least 50 full-time equivalent positions”

No Proposer or possible Proposer asked a question about nor challenged the 50 person full-time equivalent requirement before the responses were due.



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REFERENCE VERIFICATION
SOLICITATION: 23-381-RFP MCO Train Station Janitorial Maintenance

Please return completed form to racha.elkhalil@goaa.org

COMPANY: Greater Orlando Aviation Authority

REFERENCE FOR: Sterling Building Services

CONTACT PERSON Nina Gilbert PHONE: 407-825-2685

SECTION A

- Has the Contractor provided Janitorial Maintenance Services (full responsibility for daily cleaning, cycle cleaning, and quarterly cleaning) for you?
YES Yes (if no, please proceed to question A9)
- What is the approximate square footage of the facility the Contractor is servicing for you?
548,633 sq.ft.
- Is the square footage indicated in Question A2 for ONE building, or a campus of buildings (if a campus of buildings, are they contiguous buildings less than .5 miles from each other)? one stand-alone wing/building
- What type of facility do you operate?
- Transportation Terminal Facility with over 20,000 passengers serviced annually. Yes
- A Public Access facility - majority of building(s) are open to the Public 24/7.
- Does the Contractor provide 24/7 janitorial services? YES/ NO Yes
- Does the Contractor provide janitorial services in multiple shifts? YES/ NO Yes
- Does the Contractor provide janitorial services 7 days per week? YES/ NO Yes
- Does the Contractor manage at least 50 full-time equivalent employees under your Contract? YES/ NO Yes
- If you answered "NO" to Question A1, please describe the services they provide to you (if answered "YES" to question A1, please skip to Section B below)

SECTION B- PLEASE ANSWER THE FOLLOWING BY RATING ON A SCALE OF 1 TO 5 WITH:

5- OUTSTANDING 4- ABOVE AVERAGE 3- AVERAGE 2- BELOW AVERAGE 1- POOR

- B1. Overall performance meets standards. 2
- B2. Performance of supervisory/management. 2
- B3. Performance of janitorial staff. 2
- B4. Customer Service provided by janitorial staff 3

COMMENTS THAT WOULD ASSIST US IN OUR EVALUATION (Use additional pages if necessary.)

Sterling's performance has been consistently below average until the last 60 days. A change in manager for the assigned space has required the ownership and oversight of the team to become more involved in the requirements and service delivery needs. The change in manager was due to the prime requiring the change in manager to correct the poor performance on the contract.

Signature of Evaluator: Nina Gilbert Digitally signed by Nina Gilbert
Date: 2023.10.16 15:07:24 -0400 Date: 10/16/2023

REFERENCE VERIFICATION
SOLICITATION: 23-381-RFP MCO Train Station Janitorial Maintenance

Please return completed form to racha.elkhalil@goaa.org

COMPANY: Greater Orlando Aviation Authority

REFERENCE FOR: Southeast Airport Services

CONTACT PERSON Nina Gilbert PHONE: 407-825-2685

SECTION A

- Has the Contractor provided Janitorial Maintenance Services (full responsibility for daily cleaning, cycle cleaning, and quarterly cleaning) for you?
YES Yes (if no, please proceed to question A9)
- What is the approximate square footage of the facility the Contractor is servicing for you?
379,636
- Is the square footage indicated in Question A2 for ONE building, or a campus of buildings (if a campus of buildings, are they contiguous buildings less than .5 miles from each other)? One Building
- What type of facility do you operate?
- Transportation Terminal Facility with over 20,000 passengers serviced annually. Multi-modal Transportation Facility
- A Public Access facility - majority of building(s) are open to the Public 24/7.
- Does the Contractor provide 24/7 janitorial services? YES/ NO Yes
- Does the Contractor provide janitorial services in multiple shifts? YES/ NO Yes
- Does the Contractor provide janitorial services 7 days per week? YES/ NO Yes
- Does the Contractor manage at least 50 full-time equivalent employees under your Contract? YES/ NO No
- If you answered "NO" to Question A1, please describe the services they provide to you (if answered "YES" to question A1, please skip to Section B below)

SECTION B- PLEASE ANSWER THE FOLLOWING BY RATING ON A SCALE OF 1 TO 5 WITH:

5- OUTSTANDING 4- ABOVE AVERAGE 3- AVERAGE 2- BELOW AVERAGE 1- POOR

- B1. Overall performance meets standards. 5
- B2. Performance of supervisory/management. 5
- B3. Performance of janitorial staff. 5
- B4. Customer Service provided by janitorial staff 5

COMMENTS THAT WOULD ASSIST US IN OUR EVALUATION (Use additional pages if necessary.)

Southeast is one of the sub-contractors on a larger contract encompassing the North Terminal Building. They have been servicing the Train Station for the past 4 years. The building is always show ready and is properly staffed for the current activity. The on-site manager, as well as the assigned staff, is always as required and provides exemplary service. No issues to report at this time.

Signature of Evaluator: Nina Gilbert Digitally signed by Nina Gilbert
Date: 2023.10.23 09:50:39 -0400 Date:

STERLING REFERENCE CHECK



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REFERENCE VERIFICATION

SOLICITATION: 23-381-RFP MCO Train Station Janitorial Maintenance

Please return completed form to racha.elkhalil@goaa.org

COMPANY: Greater Orlando Aviation Authority
REFERENCE FOR: Sterling Building Services
CONTACT PERSON Nina Gilbert PHONE: 407-825-2685

SECTION A

- Has the Contractor provided Janitorial Maintenance Services (full responsibility for daily cleaning, cycle cleaning, and quarterly cleaning) for you?
YES Yes (if no, please proceed to question A9)
- What is the approximate square footage of the facility the Contractor is servicing for you?
549,633 sq.ft.
- Is the square footage indicated in Question A2 for ONE building, or a campus of buildings (if a campus of buildings, are they contiguous buildings less than .5 miles from each other)? one stand-alone wing building
- What type of facility do you operate?
- Transportation Terminal Facility with over 20,000 passengers serviced annually. Yes
- A Public Access facility - majority of building(s) are open to the Public 24/7.
- Does the Contractor provide 24/7 janitorial services? YES/ NO Yes
- Does the Contractor provide janitorial services in multiple shifts? YES/ NO Yes
- Does the Contractor provide janitorial services 7 days per week? YES/ NO Yes
- Does the Contractor manage at least 50 full-time equivalent employees under your Contract? YES/ NO Yes

SECTION B- PLEASE ANSWER THE FOLLOWING BY RATING ON A SCALE OF 1 TO 5 WITH:

5- OUTSTANDING 4- ABOVE AVERAGE 3- AVERAGE 2- BELOW AVERAGE 1- POOR

- B1. Overall performance meets standards. 2
B2. Performance of supervisory/management. 2
B3. Performance of janitorial staff. 2
B4. Customer Service provided by janitorial staff 3

COMMENTS THAT WOULD ASSIST US IN OUR EVALUATION (Use additional pages if necessary.)

Sterling's performance has been consistently below average until the last 60 days. A change in manager for the assigned space has required the ownership and oversight of the team to become more involved in the requirements and service delivery needs. The change in manager was due to the prime requiring the change in manager to correct the poor performance on the contract.

Signature of Evaluator: Nina Gilbert Digitally signed by Nina Gilbert
Date: 2023.10.16 15:07:24 -0400 Date: 10/16/2023

SOUTHEAST REFERENCE CHECK



GREATER ORLANDO
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REFERENCE VERIFICATION

SOLICITATION: 23-381-RFP MCO Train Station Janitorial Maintenance

Please return completed form to racha.elkhalil@goaa.org

COMPANY: Greater Orlando Aviation Authority
REFERENCE FOR: Southeast Airport Services
CONTACT PERSON Nina Gilbert PHONE: 407-825-2685

SECTION A

- Has the Contractor provided Janitorial Maintenance Services (full responsibility for daily cleaning, cycle cleaning, and quarterly cleaning) for you?
YES Yes (if no, please proceed to question A9)
- What is the approximate square footage of the facility the Contractor is servicing for you?
379,636
- Is the square footage indicated in Question A2 for ONE building, or a campus of buildings (if a campus of buildings, are they contiguous buildings less than .5 miles from each other)? One Building
- What type of facility do you operate?
- Transportation Terminal Facility with over 20,000 passengers serviced annually. Multi-modal Transportation Facility
- A Public Access facility - majority of building(s) are open to the Public 24/7.
- Does the Contractor provide 24/7 janitorial services? YES/ NO Yes
- Does the Contractor provide janitorial services in multiple shifts? YES/ NO Yes
- Does the Contractor provide janitorial services 7 days per week? YES/ NO Yes
- Does the Contractor manage at least 50 full-time equivalent employees under your Contract? YES/ NO No

SECTION B- PLEASE ANSWER THE FOLLOWING BY RATING ON A SCALE OF 1 TO 5 WITH:

5- OUTSTANDING 4- ABOVE AVERAGE 3- AVERAGE 2- BELOW AVERAGE 1- POOR

- B1. Overall performance meets standards. 5
B2. Performance of supervisory/management. 5
B3. Performance of janitorial staff. 5
B4. Customer Service provided by janitorial staff 5

COMMENTS THAT WOULD ASSIST US IN OUR EVALUATION (Use additional pages if necessary.)

Southeast is one of the sub-contractors on a larger contract encompassing the North Terminal Building. They have been servicing the Train Station for the past 4 years. The building is always show ready and is properly staffed for the current activity. The on-site manager, as well as the assigned staff, is always as required and provides exemplary service. No issues to report at this time.

Signature of Evaluator: Nina Gilbert Digitally signed by Nina Gilbert
Date: 2023.10.25 09:50:39 -0400 Date:

DISCUSSION

Southeast clarified its position twice after the initial submission and confirmed that it had less than 50 FTEs

Response to Clarification request from Procurement Committee

SOUTHEAST AIRPORT SERVICES, INC. RESPONSE:

Southeast has a total of two contracts at Orlando International Airport in which the totals are over 40 employees. The total includes full-time employees, management and office support. Please see below:

- Terminal C, which has *Forty-Six Employees*.
- Terminal C Train Station (FKA) Brightline Station – *Forty-One Employees*.

Verbal response in Procurement Committee Meeting

“In doing the Brightline train station, our headcount over there is about 41 full time equivalents. And in Terminal C, which we clean that as well, we have 46 full time equivalents.”



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DISCUSSION

- On October 24, at the first Procurement Committee meeting on the RFP, staff had information that Sterling met the mandatory requirement and Southeast did not. After October 24, clarification efforts confirmed this point.
- Challenging and changing a mandatory requirement after submission of responses is not permissible.
- Waiving a mandatory requirement is not permissible.



DISCUSSION

- **Recent ineligibility decisions for failure to adhere to mandatory minimum requirements:**
 - **AECOM: Proposed 1% under the required small business participation**
 - **Alstom: Submitted a qualified price proposal instead of unqualified**
 - **Clear Channel: Did not propose full small business participation requirement**
 - **McCree: Did not meet small business requirements or supply sufficient good faith efforts**



RECOMMENDED ACTION

It is respectfully requested that the Aviation Authority Board resolve to accept the recommendation of the Chief Executive Officer to:

- **Approve the award of Purchasing Request for Proposal 23-381-RFP Train Station Janitorial Maintenance Services to Sterling Building Services, Inc.;**
- **Authorize funding in a not-to-exceed amount of \$17,004,172.00 from the Operations and Maintenance Fund; and,**
- **Authorize an Aviation Authority Officer or the Chief Executive Officer to execute the necessary documents following satisfactory review by legal counsel.**





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NEW BUSINESS ITEM C

Motion for Reconsideration of Aviation Authority Action on October Agenda Item CA-L





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NEXT AVIATION AUTHORITY BOARD MEETING

FEBRUARY 21, 2024

