



May 2, 2019

CALL AND NOTICE OF A SPECIAL MEETING OF THE
OPERATIONS AND DEVELOPMENT COMMITTEE
OF THE
BURBANK-GLENDALE-PASADENA AIRPORT AUTHORITY

NOTICE is hereby given that a special meeting of the Operations and Development Committee will be held Monday, May 6, 2019, at 8:00 a.m., in the Airport Skyroom of Hollywood Burbank Airport, 2627 N. Hollywood Way, Burbank, California 91505.

Terri Williams, Board Secretary
Burbank-Glendale-Pasadena Airport Authority

SPECIAL MEETING
OF THE
OPERATIONS AND DEVELOPMENT COMMITTEE
Airport Skyroom
Monday, May 6, 2019
8:00 a.m.

The public comment period is the opportunity for members of the public to address the Committee on agenda items and on airport-related non-agenda matters that are within the Committee's subject matter jurisdiction. At the discretion of the presiding officer, public comment on an agenda item may be presented when that item is reached

Members of the public are requested to observe the following decorum when attending or participating in meetings of the Committee:

- *Turn off cellular telephones and pagers.*
- *Refrain from disorderly or boisterous conduct, including loud, threatening, profane, or abusive language, clapping, whistling, stamping, or other acts that disrupt or otherwise render unfeasible the orderly conduct of the meeting.*
- *If you desire to address the Committee during the public comment period, fill out a speaker request card and present it to the Board Secretary.*
- *Confine remarks to agenda items or to airport-related non-agenda matters that are within the Committee's subject matter jurisdiction.*
- *Limit comments to five minutes or to such other period of time as may be specified by the presiding officer.*



The following activities are prohibited:

- *Allocation of speaker time to another person.*
- *Video presentations requiring use of Authority equipment.*



Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the Authority to the Committee less than 72 hours prior to that meeting are available for public inspection at Hollywood Burbank Airport (2627 N. Hollywood Way, Burbank) in the administrative office during normal business hours.



In accordance with the Americans with Disabilities Act of 1990, if you require a disability-related modification or accommodation to attend or participate in this meeting, including auxiliary aids or services, please call the Board Secretary at (818) 840-8840 at least 48 hours prior to the meeting.

AGENDA

Monday, May 6, 2019

1. Approval of Agenda
2. Public Comment
3. Approval of Minutes

a. April 15, 2019

[See page 1]

4. Contracts and Leases

a. Award of Waste Hauling and Recycling Services Contract

- Staff report attached.

[See page 3]

Staff seeks a recommendation from the Operations and Development Committee ("Committee") to the Commission for award of a proposed Waste Hauling and Recycling Services Agreement ("Agreement") to American Reclamation, Inc. ("American") for a three-year term commencing July 1, 2019, and extending to June 30, 2022, at a monthly cost of \$11,467.24 with an allowance for on-call services of \$1,500 per month. The contract also contains two one-year extension options at the Authority's discretion, prices subject to adjustment.

b. Award of Janitorial Services Contract

- Staff report attached.

[See page 7]

Staff seeks a recommendation from the Operations and Development Committee ("Committee") to the Commission for award of a proposed Janitorial Services Agreement ("Agreement") to Diverse Facility Solutions, Inc. ("DFS") for a three-year period, with two one-year extension options, at a fixed price of \$1,663,620 annually (\$138,635 monthly), excluding supplies. Supplies provided under this Agreement will be billed monthly at an actual cost basis and are estimated based on current and forecasted activity levels to be approximately \$16,700 per month.

5. Items for Discussion

a. Operational Impacts of Proposed FY 2020 Capital Projects

No staff report attached. Staff will review with the Committee the proposed FY 2020 Budget capital program.

6. Adjournment

**MINUTES OF THE REGULAR MEETING OF THE
OPERATIONS AND DEVELOPMENT COMMITTEE
BURBANK-GLENDALE-PASADENA AIRPORT AUTHORITY**

MONDAY, APRIL 15, 2019

A regular meeting of the Operations and Development Committee was called to order on this date in the Airport Skyroom, 2627 N. Hollywood Way, Burbank, California, at 8:30 a.m., by Commissioner Tornek.

ROLL CALL

Present: Commissioners Tornek, Devine and Brown

Absent: None

Also Present: Staff: Frank Miller, Executive Director;
John Hatanaka, Senior Deputy Executive Director;
Sumi Spurlock, Supervisor, Airport Security

- 1. Approval of Agenda** There were no adjustments to the agenda.
- 2. Public Comment** There were no public speakers.
- 3. Approval of the Minutes**
 - a. April 1, 2019** Commissioner Brown moved approval of the minutes of the April 1, 2019, meeting, seconded by Commissioner Devine. The minutes were unanimously approved (3-0).

4. Contract and Leases

- a. Amendment No. 1 to Professional Services Agreement Universal Protection Services LP dba Allied Universal for Additional Traffic Control Services** Staff presented a report seeking a recommendation to the Commission for proposed Amendment No. 1 ("Amendment") to the Professional Services Agreement ("Agreement"), with Universal Protection Service LP dba Allied Universal ("Allied") to provide additional traffic control services specifically to coordinate the Transportation Network Company ("TNC") activities at the Airport. The proposed Amendment includes one additional traffic officer per eight-hour shift, two shifts per day, seven days a week including all holidays (total of two positions) and is for a term of 18 months beginning May 1, 2019, to coincide with the original three-year term of the Agreement for an amount not-to-exceed \$220,500.

The proposed positions were not included in the adopted FY 2019 budget appropriations. Funding for these positions would be provided through the recently approved increase in the TNC loading and unloading fees of \$0.50, from \$3 to \$3.50, which becomes effective on May 1, 2019.

Motion

Commissioner Brown moved approval of Staff's recommendation, seconded by Commissioner Devine.

Motion Approved

The motion was approved unanimously (3-0).

5. Adjournment

There being no further business, the meeting adjourned at 8:37 a.m.

**STAFF REPORT PRESENTED TO THE
BURBANK-GLENDALE-PASADENA AIRPORT AUTHORITY
OPERATION AND DEVELOPMENT COMMITTEE
MAY 6, 2019**

AWARD OF WASTE HAULING AND RECYCLING SERVICES CONTRACT

SUMMARY

Staff seeks a recommendation from the Operations and Development Committee ("Committee") to the Commission for award of a proposed Waste Hauling and Recycling Services Agreement ("Agreement") to American Reclamation, Inc. ("American") for a three-year term commencing July 1, 2019, and extending to June 30, 2022, at a monthly cost of \$11,467.24 with an allowance for on-call services of \$1,500 per month. The contract also contains two one-year extension options at the Authority's discretion, prices subject to adjustment.

BACKGROUND

The Authority's waste hauling and recycling needs are currently being met on a month to month basis by Athens Environmental Services, Inc. ("Athens") for properties in Burbank and by Republic Services, Inc. for properties in Los Angeles. As of March 1, 2019, Athens raised the combined approximate average monthly cost for these services to \$23,181.33 (the amount fluctuates with the volume of on-call pick-ups driven by Maintenance Department projects).

Over the past several years, the provision of waste hauling and recycling services for the Authority has changed hands through mergers, acquisitions and contract assignment from Crown Disposal, Inc. to Recology, Inc. to Athens. The original rates were honored by each of the new service providers as they assumed the obligations of the existing contract. Beyond industry consolidation impacting the service provider market, over the past number of years the Legislature has enacted several waste diversion and recycling laws that have impacted the service provider environment as providers worked to become compliant.

PROCUREMENT

A. First Solicitation

On August 28, 2018, through the Authority's PlanetBids e-procurement website, Staff issued a Request for Proposals ("RFP") for waste hauling and recycling services. Despite significant interest in the RFP, as evidenced by several firms attending a mandatory pre-proposal meeting, only Athens submitted a proposal. Not counting on-call services, Athens proposed a monthly fee of \$23,251.09. As this price represented a near 100% increase from the rates and charges incurred from the previous service providers over the past several years, Staff rejected the sole proposal.

Staff conducted follow-up interviews with firms that declined to provide a proposal and was advised that leading reasons were the significant impact of new regulations on waste handling and the unique operating environment at the Airport, including:

1. Limited operating hours for Terminal Building refuse pick-ups;
2. A requirement to weigh refuse pick-up resulting in the need for providers to incur the cost of installing scales on their equipment;
3. A "mixed" stream of refuse requires an off-site separation and sorting of organic waste, recyclables, and a requirement of a company-owned and operated Material Recovery Facility (MRF); and
4. The need for weekly pick-ups that necessitated drivers accessing the active general aviation aircraft ramp areas.

After being notified of the rejection of its proposal and that the RFP would be reissued, Athens sent the Authority a fee increase notice. This notice stated that, effective March 1, 2019, Athens rates and charges would increase to the amounts submitted in its rejected proposal.

B. Second Solicitation

Following further internal review, Staff amended the Scope of Services in several areas to address some of the service providers' concerns. The changes were as follows:

1. Elimination of front-end loader scales;
2. Affirmed that waste stream would remain "mixed", but, eliminated MRF ownership requirement;
3. Modified the Notice of Violation language; and
4. The construction of a new three-bin storage area for cardboard packing materials.

On February 28, 2019, Staff issued a revised RFP for waste hauling and recycling services. The revised RFP was re-advertised via PlanetBids, a second pre-proposal meeting was held, and five firms attended (including two that had not participated in the original solicitation). Proposals were received on March 29, 2019, and interviews were conducted on April 11, 2019. Among the most important requirements, responding firms were required to:

- Fully describe their approach to the planning and execution of waste hauling and recycling services, including equipment, personnel, and schedule for picking up the bins plus delivering replacement bins on an as-needed basis;
- Describe how the delivery of bins would be conducted in coordination with the removal of existing containers;
- Assure that the Authority is, and, always remains compliant with all applicable laws, including Assembly Bills 341, 1826 and 1383 regarding waste diversion requirements;
- Include a Transition Plan, identifying its proposed strategies to ensure a smooth transition to a new provider and waste bins; and
- Include a Transition Project Manager.

Two proposals were received, evaluated (see attached), and the proposed monthly fees, not including on-call services, were as follows:

- | | |
|--|-------------|
| 1. American Reclamation, Inc. | \$11,467.24 |
| 2. Athens Environmental Services, Inc. | \$17,582.83 |

BUDGET

The combined waste hauling needs will be specifically budgeted for in each year's Operating & Maintenance budget and will remain relatively stable compared with the amount originally budgeted for FY 2019. However, the increase in costs imposed by Athens for the March-June 2019 period may exceed the FY 2019 budget for this line item.

STAFF RECOMMENDATION

Staff seeks a recommendation from the Committee to the Commission for award of a contract to American for waste hauling and recycling services for a three-year term commencing July 1, 2019, and extending to June 30, 2022, at a monthly cost of \$11,467.24 with an allowance for on-call services of \$1,500 per month.

Waste Hauling and Recycling Services

	1	1	1	1	1	1	Total
Weighting Factor:	15	15	15	15	15	40	100
Maximum Points Possible							
FIRM:							
American Reclamation	13	13	14	15	15	40	95
Athens Environmental	14	14	14	15	15	26	83

Evaluator: - AVERAGED Date: 4.15.19

L. Aguilera

**STAFF REPORT PRESENTED TO THE
BURBANK-GLENDALE-PASADENA AIRPORT AUTHORITY
OPERATIONS AND DEVELOPMENT COMMITTEE
MAY 6, 2019**

AWARD OF JANITORIAL SERVICES CONTRACT

SUMMARY

Staff seeks a recommendation from the Operations and Development Committee ("Committee") to the Commission for award of a proposed Janitorial Services Agreement ("Agreement"), copy attached, with Diverse Facility Solutions, Inc. ("DFS") for a three-year period, with two one-year extension options, at a fixed price of \$1,663,620 annually (\$138,635 monthly), excluding supplies. Supplies provided under this Agreement will be billed monthly at an actual cost basis and are estimated based on current and forecasted activity levels to be approximately \$16,700 per month.

BACKGROUND

In April 2014, DFS was awarded an Agreement for janitorial services at the Airport following a competitive selection process. The initial term of the agreement was for three years, with two one-year options. The Commission exercised both options bringing the expiration date of the agreement to May 31, 2019.

The current scope of work includes janitorial services for all publicly accessible areas of the airport terminal such as restrooms, hallways, hold-rooms, curb-front, bag-claim areas, ticket and gate counters, Authority administrative offices, parking booths, security booths, valet center, Hangar 34, maintenance facility and the second floor of Building 36. It also includes additional areas identified and added to the Agreement to account for new facilities that were installed during the past five-year period of the current Agreement. These added facilities include nursing stations, pet-relief areas, and the elevated walkway to the Regional Intermodal Transportation Center. These additional facilities increased the base annual janitorial expense by \$57,000 annually with the current fee for all services at \$1,117,584 per year (\$93,132 per month).

The onsite janitorial staff provided by DFS under the current contract represent 4,043 hours monthly, (3 Supervisors, 5 morning shift Custodians, 4 afternoon shift Custodians, 6 night shift Custodians). Staffing levels have remained essentially unchanged since 2014, except for the inclusion of an additional 56 monthly hours to clean the added facilities described above.

Since FY 2014, passenger volumes have increased from 3.8 million annual passengers to over 5.2 million annual passengers. This increase in passenger volume represents a near 37% increase of activity in and outside the terminal complex. Schedule changes this summer and an additional air carrier are expected to provide continued growth in passenger levels which will require the passenger terminal and ancillary facilities to be cleaned at a higher frequency during operating hours than currently called for.

REQUEST FOR PROPOSALS

Staff developed a Request for Proposals ("RFP") that incorporates all areas of the Airport covered under the current Agreement. The cleaning frequencies identified in the scope of work were enhanced to address the anticipated changes in passenger volumes and airport operational needs. An example of this enhancement is an increase in the required frequency of cleaning the remote buildings and police offices from 5 days per week to 7 days and an increase to the required cleaning scope of the elevated walkway.

The RFP outlined a contract term of three years, with two one-year extension options, at a fixed price. The contract contemplates the potential need to extend services beyond the five-year total term on a month to month basis up to twelve additional months at a negotiated rate to allow for a transition to a Replacement Passenger Terminal.

The RFP was publicly advertised and posted on Planetbids and nine proposals were received. The proposals received were from the following firms in alphabetical order:

- CleanNet of Southern California, Inc.
- Diverse Facility Solutions
- Flagship Airport Services, Inc.
- Pride Industries
- Servicon Systems, Inc.
- SP Plus Corporation
- Trinity Public Sector Solutions
- Uniserve Facility Services
- United Maintenance Company, Inc.

Upon receipt, an initial review of each proposal was completed to determine if the proposal met the minimum requirements outlined in the RFP. Two of the proposals were deemed non-responsive and thus were not evaluated further.

An evaluation panel, composed of five staff members, was assembled and the seven responsive proposals were evaluated in accordance with the selection criteria outlined in the RFP. Each proposal was scored out of 100 points based on the breakdown listed below.

SC-1 Firm Suitability (15 Points)

SC-2 Experience and Past Performance (25 Points)

SC-3 Workplan - Service Approach, Staffing Structure and Quality of Team Leaders (25 Points)

SC-4 Consent to Service Agreement (10 Points)

SC-5 Price (25 Points)

The RFP emphasized the requirement to comply with the State of California's Displaced Janitors Opportunity Act, and the evaluation panel confirmed proposing firms understood the requirements for compliance.

	SC-1	SC-2	SC-3	SC-4	SC-5	Total
Maximum Points Possible	15	25	25	10	25	100
FIRM:						
DFS	13	23	23	10	16	85
PRIDE Industries	13	24	24	10	22	93
Servicon	14	19	21	0	20	74
SP Plus	13	21	17	9	20	80
Trinity Public Sector	6	11	10	0	25	52
Uniserve	12	21	22	9	23	87
United Maintenance	14	23	20	10	23	90

Based on the evaluation of seven responsive proposals, firms receiving 85 points and over were invited to an interview for further evaluation.

The interview phase was comprised of a 45-minute presentation by the proposing firm and a 45-minute Q&A with the five-person evaluation panel. Each team's presentation and their response to questions were scored by the evaluation panel, and the combined highest scoring proposer is being recommended for award.

	SC-1	SC-2	SC-3	SC-4	SC-5	Interview	Total
Maximum Points Possible	15	25	25	10	25	100	200
FIRM:							
DFS	13	23	23	10	16	91	176
PRIDE Industries	13	24	24	10	22	75	168
Uniserve	12	21	22	9	23	82	169
United Maintenance	14	23	20	10	23	77	167

EVALUATION PANEL CONSIDERATIONS

Providing a clean facility is critical to the success of an Airport. Passenger impressions of the overall facility are often most impacted by their perception of the Airport's cleanliness, especially in restrooms. With the additional flights the Airport has experienced, the associated increase in passenger volume has already significantly impacted restroom and supply usage which require the restrooms to be cleaned more frequently. With the summer flight schedule changes, the anticipated activity level from landside through the terminal is expected to increase even further.

During the interview phase of the selection process the evaluation panel focused on two critical elements:

Proposed staffing – did the team propose staffing levels and organizational structure necessary to provide the level of cleaning required considering the scope of service outlined in the RFP, the minimum required cleaning frequencies and current flight schedule

and airport passenger volume as impacted by 5 years of significant growth.

Proposed Site Manager – did the team identify a Site Manager with applicable experience, that has the requisite leadership skills, strong communication skills and a professional and positive attitude to meet the needs of the Authority and is immediately available to lead the transition.

As reflected in the interview scores, the evaluation panel determined the staffing levels proposed by DFS best demonstrated an understanding of the services required to support the current and anticipated passenger volumes at the Airport. Additionally, the Site Manager presented to be stationed at the Airport by DFS conveyed the characteristics the panel believes are necessary for success.

DFS proposed a staffing increase of approximately 20% above current staffing levels while the other firms proposed an approximately 8% increase or no change at all. The increased minimum cleaning frequencies, and an almost 37% increase in passenger volume since the current staffing levels were established, warrant a significant increase in janitorial staff. This significant increase in janitorial staffing levels impacts the associated cost for janitorial services as depicted below.

	Monthly Hours	Monthly Fee
Current Agreement (Established 2014)	4,043	\$ 93,132
FIRM:		
DFS	4,857	\$ 138,635
PRIDE Industries	3,969	\$ 105,002
Uniserve	3,999	\$ 97,927
United Maintenance	4,378	\$ 99,494

Staff recognizes that flight activity and passenger levels are influenced by a number of conditions including the state of local and national economies. Staff, at this time, does not forecast that the Airport will return to FY 2014 levels during the term of the proposed Agreement. Passenger and flight schedules are predicted to remain at current levels with the potential for continued moderate growth. However, to ensure the Authority can address appropriate changes in janitorial staffing necessitated by an unforeseen and significant change in passenger traffic, the proposed Agreement contains a provision allowing adjustment to staffing levels if passenger levels increase or decrease by 10 percent or more in a 12-month period after June 1, 2021.

FUNDING

The current annual cost for the existing DFS contract is \$1,117,584 per year or \$93,132 per month. The proposed fixed cost of the new agreement for the term of the proposed Agreement is \$1,663,620 annually or \$138,635 monthly. Because the existing contract expires on May 31, 2019, only one month of the proposed new contract pricing will occur within the FY 2019 budget year. Staff will budget for the additional cost of the proposed new Agreement in FY 2020.

STAFF RECOMMENDATION

Staff recommends that the Committee recommend to the Commission that it enter into a Janitorial Services Agreement ("Agreement") with Diverse Facility Solutions, Inc. ("DFS") for a three-year period, with two one-year extension options, for a fixed price of \$1,663,620 annually (\$138,635 monthly), excluding supplies, which will be billed monthly at an actual cost basis. Supplies are estimated to cost approximately \$16,700 per month.