

#### 4.0 **Performance Specifications**

- 4.1 **Scope of Work:** It is the intent of the GPA (Georgia Ports Authority) that these premises be maintained at a high standard of cleanliness. The successful bidder, as the contractor, shall provide all labor, supervision, equipment, tools, materials, supplies (including chemicals with exception of items listed below which will be provided by the GPA), transportation, and other items and services necessary to maintain the facilities listed in an exceptional clean and sanitary condition in accordance with these specifications and requirements. The specifications contained in this document have been developed to establish the minimum level of janitorial services required by the GPA.

Contractor shall perform janitorial services through the entire premises, including, but not limited to, all offices spaces, lobbies, corridors, passageways, stairways, elevators, break rooms, lunchrooms, gates, Port Police booths, maintenance areas, warehouse offices/restrooms, sidewalks, building entrances, and service and utility areas.

The required result is that the contractor will provide cleaning service customarily provided in a first-class office building and to maintain all of the GPA Facilities in such a manner as to provide a clean, healthy and safe work environment for occupants of GPA owned or lease facilities.

- 4.2 **Probationary Period:** The first three (3) months of the contract will be considered to be a probationary period for the contractor. This period will be used by the Georgia Ports Authority to determine that the contractor intends to fulfill the obligations of this contract. During this probationary period, the contractor will be given written notice of problems with contractor's performance. If the problem is not alleviated within seven (7) days after the written notice, the contract may be terminated without further advance notice.
- 4.3 **Scheduled Services:** Each building shall have a schedule of periodic cleaning approved by the designated GPA Representative for that location. The GPA Representative and the contractor supervisor will use this schedule. When cleaning is to take place on a holiday, cleaning shall take place either before or after the holiday. Contact Allen Cook at 912-261-3921 for prior approval.
- 4.4 **On-Call:** Contractor shall be on call 24 hours per day, 7 days per week, and 365 days per year for emergency type calls. Contractor shall respond within the following parameter guidelines:
- Return calls within 15 minutes of initial contact.
  - Onsite response shall be a maximum of two (2) hours after initial contact.
- 4.5 **Materials, Supplies, and Services Supplied by GPA:** GPA will supply and stock the following consumable items in storeroom. Contractor will be responsible for physically requisitioning these items from GPA's storeroom, and transporting these items to Contractor's secured storage areas, physically replenishing these supplies in the rest rooms.
- Paper towels.
  - Toilet tissue.
  - Toilet tissue dispensers.
  - Toilet seat protectors.
  - Hand soap.
  - Trash can liners

The GPA will supply light, heat, power, and hot and cold water as may be required for the cleaning of the premises under the terms of this contract. The GPA will provide a certain area under lock and key for the storage of Contractor's cleaning supplies. The GPA will not be responsible in any way for the Contractor's supplies, equipment, materials, or personal belongings that may be damaged by fire, theft, accident, or otherwise.

- 4.6 **Materials, Supplies, and Equipment Supplied by Contractor:** The Contractor shall furnish all labor, cleaning supplies/materials, including but not limited to, chemicals, detergents, waxes, polishes, urinal screens, carpet cleaning supplies/materials, waxes, polishes, dust cloths, shampoos, equipment, and other necessary supplies not provided by GPA. The Vendor must provide a list of all cleaning supplies needed to perform the required services under this contract.

All equipment, including vacuum cleaners, sweepers, carpet cleaners, polishers, buffers, brooms, mops, etc. necessary to maintain the activities listed in this contract in a clean and sanitary condition in accordance with the GPA standards, methods, materials, and conditions as set forth herein. All equipment must be capable of providing high quality, commercial grade janitorial service. The GPA shall have the right to approve the cleaning methods, materials, supplies, and equipment to be used by the contractor. All materials, supplies, and equipment used by the contractor shall be suitable and not harmful to the surfaces on which they are applied and shall be approved by the designated GPA Representative.

- 4.7 **Quality Control:** Quality control of janitorial services will be accomplished by regular monthly inspections as well as potential random inspections. All deficiencies are to be remedied immediately. Evaluations will be documented and become part of the contract file. Failure to correct unsatisfactory performance will be just cause for termination.
- 4.8 **Billing:** The Contractor may invoice Georgia Ports Authority on a monthly basis, based on the prices quoted in this Request for Quotation, with payments made after monthly service has been completed and determined as satisfactory to the Georgia Ports Authority designated GPA Representative.
- 4.9 **Responsibility for Damage:** The Contractor shall repair and restore to its original condition any material or surface damaged by his operations at no cost to GPA. All materials, supplies, and equipment used by the Contractor shall be suitable and not harmful to the surfaces on which they are applied.
- 4.10 **Remove Recyclable Paper:** Twice weekly, pick up all recyclable paper from marked containers centrally located throughout each building, remove to an outside designated area and replace removed containers with empty recycling containers. This does not include individual boxes on desks.
- 4.11 **Contractor Staffing:** The vendor must provide a summary of staffing to be employed to service this contract. The minimum starting hourly pay rates for any of the cleaning professionals are specified below. Each staff member must be vetted by GPA Port Police.

Job	Min. Hrly Rate
Supervisor	\$10.50
Cleaning Professional	\$9.00
Restroom Specialist	\$10.50

The staffing listed above shall be considered the minimum acceptable staffing required to fulfill the contract. The contractor shall provide a system of reserve/on call personnel as necessary to ensure that each cleaning assignment is performed as required in the absence of permanently assigned personnel. Failure on the part of the contractor to ensure that all mandatory staffing levels are filled will cause the GPA to make deductions from the contractor's payment for non-compliance.

- 4.12 **Supervision:** In addition to the cleaner professionals, the successful contractor shall provide a competent supervisor, whose responsibility shall be the management of this contract. The supervisor shall also be responsible for all aspects of the contractor's obligations under this contract. The supervisor shall provide the necessary supervision, planning, scheduling, training, and inspection and reporting services. Contractor shall exercise all supervisory control and general control over all day-to-day operations of his/her employees including control over all workers duties.
- 4.13 **Confidentiality:** The contractor will not inspect, view, peruse or examine any confidential material or documents within the subject office area of this contract, and, in addition, will not otherwise disclose, release or communicate any confidential information present within the subject office area to any third person, individual, organization, or entity not employed by the agency office. Should any violation or breach of this provision occur, such will constitute cause for immediate termination of this contract upon receipt of written notice of such termination. Furthermore, the agency

office, at its option, may verbally direct the immediate removal of the contractor or his employees from the subject office space, upon the occurrence of the above referenced violation or breach. Any resumption of the contractor's duties will be effected by written communication.

- 4.14 **Safety:** The contractor is responsible for instructing his employees in safety measure considered appropriate. Personnel will not place or use mops, brooms, or any equipment in traffic areas or other location in such a manner as to create safety hazards. The workers shall provide, place, and remove appropriate warning signs for wet or slippery floor areas caused by cleaning or floor finishing operations. The contractor shall take all necessary precautions to prevent injury to humans and property damage. General safety requirements shall be complied with in all activities under this contract.
- 4.15 **Site Access on GPA Facilities:** Access to the site shall be across properties owned by Georgia Ports Authority.
- 4.16 **Cleaning Professionals:**
- a. Contractor shall employ only persons skilled and properly trained in the work assigned to them.
  - b. Contractor shall promptly substitute qualified cleaning professionals for any employee(s) that, in the opinion of the GPA, are unsatisfactory.
  - c. The Contractor's staff shall not disturb papers on desks, open drawers, or cabinets, use telephones, radios, or television sets, or tamper with personal property.
  - d. All employees shall at all times wear their required identification badges.
  - e. All breaks and lunches shall be held only in the designated break areas.
  - f. No equipment shall be unplugged without prior GPA approval.
  - g. Open doors shall be left open and unlocked. Closed office doors shall be closed and locked.
  - h. No materials or equipment shall be stored or temporarily set in rest rooms or other spaces.
  - i. Smoking is not allowed within any GPA office, warehouse, maintenance area, rest room, building, or enclosed structure. Smoking is only allowed in designated areas, which are generally located 25 feet from any structure. The Contractor and its employee shall only be allowed to smoke in designated smoking areas and only during an authorized break. Smoking is not permitted during the course of work duties.
  - j. Report to the Contract Administrator irregularities or damage in any of the areas serviced, regarding heating and ventilating equipment, lighting, furniture, vandalism, broken doors, broken windows, dispensing equipment in rest rooms, or any other considered to be unsafe, that may require attention for repairs, adjustment, replacement, or correction.
  - k. Turn in any lost or found items to the Contract Administrator.
  - l. All Contractor employees shall have and display their Federal TWIC card and GPA credential at all times.
  - m. Contractor shall maintain good order among its employees and shall ensure compliance with all GPA rules and regulations.
  - n. Only those lights necessary for cleaning in the immediate area where employees are working will be lighted. Lights shall be turned off before leaving offices that have been cleaned. Doors and windows will be closed and locked prior to janitorial staff departing the premises.
  - o. The Contractor shall maintain a secure environment while cleaning the facility.
  - p. No one is allowed into the facility other than those individuals responsible for performing janitorial services.
  - q. If the building is occupied by GPA personnel after normal working hours when the Contractor has completed his service, they will notify GPA personnel of their departure and leave the door locked. He will insure that persons other than staff cannot gain access to rooms, areas, or buildings under the control of this staff. At no time shall the Contractor violate building and/or room security by propping doors open and leaving them unattended during service.
  - r. The contractor is to turn off all lights, except those which he/she is instructed to leave on, close all windows and check that all exterior doors are locked before leaving the building each night. No exceptions. Only those lights necessary for cleaning in the immediate area where employees are working will be lighted. Lights shall be turned off before leaving offices that have been cleaned.
  - s. Contractor shall insure that the unauthorized use of keys is absolutely prevented. He will insure that persons other than staff cannot gain access to rooms, areas, or buildings under the control of this staff.
  - t. The contract supervisor shall maintain a daily log in which the arrival and departure time of his staff will be noted. In addition, the log will contain information on the condition of the doors and windows when the shift starts and at the end of the shift, will certify that all windows and doors are closed and locked. This log and information recorded in it shall be made available to the Assistant Manager of Contracts and Facilities Maintenance or his designated representative upon request.
  - u. In those GPA buildings that do not have a security guard on duty, the GPA shall provide keys. The Contractor will sign for the keys issued and acknowledge receipt of each key. All keys remain the property of the GPA.
  - v. GPA Port Police may audit keys at any time.

- w. If any keys are lost or stolen, the Contractor shall notify the Port Police at (912) 964-3925, immediately of the loss with written follow-up as to which keys were lost, who lost them, when and where the keys were lost and what measures have been made to recover the keys. Contractors are advised a fee of twenty-five dollars (\$25.00) will be assessed for each lost key.
- x. Expenses related to the re-keying of building(s) or portions of building(s) made necessary because of the duplication and/or loss of keys by the Contractor shall be paid by the Contractor.
- y. The Contractor shall provide a 24-hour emergency telephone number for resolution of security related problems.
- z. Reporting of security violations, hazardous conditions, items in need of repair such as burned-out lights, leaky faucets, toilet stoppages, etc. to the designated GPA Representative.
- aa. Additional security measures may be required by the designated GPA Representative.

4.17 **Training and Development:** Contractor shall employ personnel capable of fulfilling the requirements of this contract and shall provide a training and development plan for contractor personnel. The plan shall include the following:

- a. The contractor shall submit a Training and Development Plan with the bid document. The plan must be acceptable to GPA.
- b. Qualifications of supervisor(s), instructors, and/or job coaches responsible for training and development.
- c. Task analysis identifying knowledge and skills required for each cleaning professional / rest room specialist activity.
- d. Training objectives and methods of verifying competency of all contractor personnel.

4.18 **Non-Interference with GPA Operations:** The Contractor shall perform all necessary work as provided for in this specification so as not to interfere with the normal operations or activity of the facilities by GPA. If the Contractor finds that in order to perform any required work it is necessary to block or restrict access to an area, entrance, driveway or road, the Contractor must inform the designated GPA Representative at least 48 hours in advance to permit any necessary coordination with GPA staff. The Contractor shall make himself/herself aware of holidays and other work routines within the facilities and conduct his work in such a manner as to cause no interference with normal GPA business. These facilities will remain in full operation during the periods when work is being performed within them. GPA will make all reasonable efforts to accommodate and facilitate the Contractor's work. The Contractor will be responsible for coordination of work with GPA.

4.19 **Employee Identification/Building Access:** All Contractor employees are to be credentialed by the GPA Credentialing Center. GPA Credentialing and TWIC badges must be worn by Contractor employees at all times. Any Contractor employee arriving to work on GPA premises that is not in possession of a GPA Credentialing or TWIC badge will be denied access to the GPA property. Any Contractor employee performing work on GPA premises that does not have their picture identification badge displayed in plain view will be advised to attach the badge in a visible spot. The incident will be noted.

Credentialing badges of Contractor personnel that have been terminated or assigned outside of GPA shall be collected by the Contractor and turned into the GPA Port Police immediately following termination or reassignment.

Only authorized Contractor employees are allowed on the premises of GPA facilities. Contractor employees are not to be accompanied in the work area by acquaintances, family members (including children), assistants or any other person unless said person is an authorized Contractor employee. Access to designated restricted areas is forbidden by Contractor's employees. Restricted areas shall be designated by the designated GPA Representative. Access to each building shall be as directed by the designated GPA Representative. Contractor's employees may not leave the premises during working hours except in cases of emergency and on approval of the designated GPA Representative.

4.20 **Quality Assurance Plan:** The Contractor shall submit a Quality Assurance Plan, which shall be reviewed and approved by the GPA. The Contractor shall not begin work under this contract until the Quality Assurance Plan, incorporating any changes required has been approved by the GPA. The Contractor shall maintain and update the plan annually and within 30 days of the start of any extension.

The Contractor's Quality Assurance Plan shall include: (1) the names and qualifications of individuals performing inspections and the extent of their authority; (2) methods of identifying deficiencies in the quality of services performed

before the level of performance becomes unacceptable, with descriptions of sampling techniques; (3) methods of documenting and enforcing quality assurance operation, including inspections and testing.

- 4.21 **Contractor Performance:** The success and/or failure of a contract frequently hinges upon clear communication between the designated GPA Representative and the Contractor. It is recommended that the Contractor's Supervisor and the designated GPA Representative establish and maintain frequent communication with each other.

Contractor's Supervisor along with the designated GPA Representative should jointly establish key performance indicators and performance review checklist at the beginning of the contract. Contractor's Supervisor and the designated GPA Representative shall meet at least once a week to perform inspections and evaluate Contractor's performance. The completed performance evaluation shall be given to the Contractor, noting exemplary performance and/or deficiencies/exceptions in performance. Contractor shall promptly correct any deficiencies/exceptions within 24 hours.

The GPA will keep written documentation substantiating the rationale for any negative performance evaluations deficiencies/exceptions, including records of all verbal and written contacts with the Contractor, response times and results. This documentation is necessary to provide a sound basis for potential contract cancellation if persistent Contractor defaults occur.

- 4.22 **Penalties for Non-Performance:** In the event janitorial service is less than acceptable to the Georgia Ports Authority (GPA) Assistant Manager of Contracts and Facilities Maintenance or his designated representative, as required by the janitorial contract in effect, penalties will be assessed. These penalties will be assessed at one percent (1%) of the monthly contract amount in effect after three complaints per calendar month are received by the GPA Assistant Manager of Contracts and Facilities Maintenance or his designated representative and determined to be legitimate complaints as determined solely by the Assistant Manager of Contracts and Facilities Maintenance or his designated representative.

An additional one percent (1%) penalty will be assessed per month per additional legitimate three complaints received as listed above. Penalties will be deducted from the monthly payment. The penalty clause is intended to motivate the Contractor to perform his duties as contracted and to minimize the amount of supervision required by GPA.

- 4.23 **General Cleaning: (No bleach is to be used on the countertops)**

A. **Trash Pick-up and Removal**

1. Empty all waste receptacles (including wastebaskets, trash cans, ash trays, cigarette receptacles, boxes if labeled "trash", etc.).
2. Waste receptacles are to be maintained in a clean and odor-free condition. If plastic liners in waste receptacles are soiled, new liners are required. Appropriate size plastic liners are required.
3. Remove all trash and waste to a designated central location (dumpsite, etc.) for disposal.

B. **Building/Office/Other**

1. Dust/clean furniture, counters, cabinets, chairs, etc. Dust/clean desks and tables, if cleared. (All papers, forms, documents, computers, calculators, files, office equipment, and loose items are not to be disturbed).
2. Clean microwave appliances, and exterior of refrigerators.
3. Pour out any unused coffee and rinse out coffee pot. Check coffee machine to make sure it is turned off before placing the coffee pot back on the burner.
4. Clean and sanitize telephones.
5. Dust/clean all horizontal surfaces including sills, ledges, molding, shelves, pictures, ducts, radiators, vent covers, louvers, etc. as needed.
6. Spot clean finger marks, smudges, dirt/dust buildup, and/or accumulation around light switches, doors, door frames, counters, handles, railings, push plates, kick plates, etc.
7. Sanitize, wash, and polish all drinking fountains, sinks, basins, fixtures, etc.
8. Keep walls, window blinds, ceilings and corners free from dust, cob webs, etc.
9. Clean all entrance glass (entrance glass includes glass, doors, windows, window frames, reception areas, partitions).
10. Spot clean all interior glass including partitions, display cases, mirrors, interior doors, etc.

C. **Entrance and Patio Areas**

1. Police (pick up papers, leaves, trash, and other loose material) outside stairways and entrance ways.
2. Sweep to remove loose dirt and other material.
3. Damp or wet mop clean as needed.

4.24 **General Floor Care:** Floors shall be maintained in such a manner as to promote longevity and safety upon completion of work. All floors shall be left in a clean, orderly, and safe condition. The Contractor shall remove and replace furniture as required to perform the work exercising necessary safety practices and prevent damage to GPA property.

A. **Tile/Vinyl**

1. Sweep to remove loose dirt and other material.
2. Wet mop all vinyl/tile floors. Rinse all floors with clean water. Floors shall be maintained in such a manner as to promote longevity and safety.
3. Machine scrub and re-coat all tile/vinyl floors as needed, upon request by GPA, per the vendor's specified additional cost. The monthly cost must include stripping, sealing and waxing floors two (2) times per year. Upon completion of these tasks, floors shall be free of all scuff marks, dirt, dust, soil, spots, stains, deposits and film (dirt, oil, grease, etc.).

B. **Carpet**

1. Vacuum all carpeted floors.
2. Spots clean all carpeted floors as needed or upon request in accordance with manufacturer's instructions.

C. **Baseboards** - Clean all baseboards to remove loose dirt and other material.

4.25 **Restrooms:**

- A. **Fixtures** - Clean and sanitize all fixtures with a germicidal detergent, to include commodes, urinals, lavatories, shower areas, basins, etc. Clean encrustation, stains, scale, deposits, and build-up inside and outside. All fixtures, faucets, and piping shall be rinsed and polished for a complete job. Deodorant tablets shall not be used in commodes or urinals. Highly scented disinfectants, objectionable or odoriferous cleaners shall not be used.
- B. **Floors and Baseboards** - Sweep floors and clean all baseboards to remove loose dirt and other material. Wet mop all resilient and ceramic tile floors using a germicidal detergent solution. Rinse all floors with clean water. Floors shall be maintained in such a manner as to promote longevity and safety.
- C. **Supplies** - All towels, tissue, liners, soap dispensers, and other related supplies shall be checked and refilled as needed.
- D. **Other Requirements** - Clean all restroom dispensers, mirrors, partitions, doors, walls, vents, shelves, furniture, trim, countertops, cabinets, etc., in restroom and lounge areas.

4.26 **Finishing Touches:**

- A. Restore all furniture, wastepaper baskets, etc., to original position.
- B. Report all maintenance related problems in writing to the designated GPA representative.
- C. Leave janitorial closet clean and orderly.

4.27 **Checklist:** Contractor must provide a cleaning checklist for each nightly cleaning to be reviewed by the designated GPA representative. If a checklist is not received, then it will be the assumption of Georgia Ports Authority that cleaning services were not performed as required. Any problems found by contractor must be listed on the nightly checklist until corrective action has been taken.

4.28 **Tools, equipment, and supplies:** Unless otherwise provided in the contract, the Contractor shall supply all necessary tools, equipment, and waxes, strippers, cleaners, brooms, mops, buckets, buffers and all other tools and supplies for the provision of janitorial services. Equipment must be professional/commercial grade and materials shall be first quality, shall give good service, and shall give results satisfactory to the GPA. Contractor shall use microfiber cleaning cloths, dust mops, and wet mops. These tools often provide added cleaning power, collecting dirt and dust rather than just pushing

it around. They can be washed and reused many times and reduce cleaning time. Microfiber may also pick up bacteria where larger fibers cannot.

- 4.29 **Material Safety Data Sheets (MSDS):** Contractor shall supply current MSDS for all janitorial supplies supplied by the contractor. An MSDS shall be provided before each new product is introduced. At contract inception and at least annually thereafter, the Contractor shall provide the GPA an updated set of MSDS sheets used by janitorial staff.
- 4.30 **Health, Safety, and Environmental Protection:** The Contractor shall conform to all applicable Federal, State, and local laws, and to the requirements of this contract. In performing work under this contract at GPA facilities, the contractor shall take all reasonable steps and precautions to prevent accidents and to preserve the health and safety of contractor personnel, GPA personnel, tenants, other contractors, visitors, or in any others coming into contact with the performance of this contract.
- 4.31 **Environmental Sustainability:** The GPA supports the purchase and use of environmentally safe products at our facilities. In doing so, we will help protect and restore bio-diversity and ecosystem integrity to provide a sustainable environment for the State of Georgia. In order to promote these principles of sustainability, the GPA requires that all cleaning products used within facilities shall, when feasible, be environmentally safe, biodegradable, and be low-VOC (Volatile Organic Compounds). Our goal is 100% use of “green” products as defined by Green Seal’s GS-37 and GS-40 standards. For information regarding Green Seal’s standards, visit their website:  
<http://www.greenseal.org/GreenBusiness/Standards.aspx?vid=StandardCategory&cid=2>

The GPA recommends that the total number of cleaning supplies/chemicals be restricted to as few products as possible. Many environmentally safe products are suitable for a number of different cleaning needs. A smaller number of chemicals reduces the possibility of workers being exposed by possible harmful interactions of different chemicals, reduces the amount of chemical inventory on site, simplifies training of janitorial workers, and simplifies purchasing of janitorial supplies. All janitorial cleaning supplies and/or chemicals to be used and/or stored on the premises must be pre-approved for use by the Lessee’s designated contact.

- 4.32 **Air Quality:** Because indoor air quality protection is a concern, all vacuum cleaners shall be of a type that can remove 99.97% of harmful particles, including dust, mold spores, and most microscopic respiratory irritants and allergens down to 1 micron. If disposable vacuum bags are used, they must be replaced in accordance with the manufacturer’s directions once filled and cannot be re-used. All vacuums must meet or exceed the following requirements: 12 amp motors; a suction of 85 inches; and airflow of 100 cfm.
- 4.33 **Energy and Utilities:** Contractor shall turn off all unnecessary lights in areas where janitorial work is in progress and shall turn off all lights upon completion of work. Safety lighting and code requirements may dictate that certain lighting be on at all times. To conserve energy, exterior doors and windows will not be opened unless necessary to perform janitorial work. Water supplies will be turned off except when needed and will not be left running unattended.
- 4.34 **Duplicate Keys:** No duplicate keys will be made by contractor. The Contractor will ensure that the unauthorized use of keys is absolutely prevented. Security services may audit keys at any time. If any keys are lost or stolen, the Contractor shall notify the Port Police (912) 964-3925, immediately of the loss with written follow-up as to which keys were lost, who lost them, when and where the keys were lost and what measures have been made to recover the keys. Vendors are advised that a fee of twenty-five dollars (\$25.00) will be assessed for each lost key. If this policy is not adhered to, the contractor will be liable for any expenses related to the lock change and/or re-keying of building(s) or portions of building(s) made necessary because of the duplication and/or loss of keys by the Contractor.
- 4.35 **Storage:** The GPA will provide janitorial rooms for storage of cleaning supplies, materials, equipment, etc., in storage areas within each designated building facilities as designated by the designated GPA Representative. The GPA will also provide a designated area, which shall be under Contractor’s lock and key for the storage of the Contractor’s equipment and cleaning supplies. The GPA will not be responsible in any way for the Contractor’s supplies, equipment, materials, or personal belongings that may be damaged, lost, or damaged by fire, theft, accident, or otherwise.

All janitors' closets, mop sinks, storage rooms provided by the GPA shall be kept in a neat, clean, and orderly condition at all times. Mop sinks and the area immediately adjacent shall be thoroughly cleaned after each use. The contractor shall maintain neat and clean janitorial closets. This improves safety, makes inventory easier, helps eliminate old products no longer used, and reduces the chances of unsafe product interactions.

All flammable materials, which shall include cleaning products, waxes, waste, etc. shall be handled and stored in accordance with all applicable fire regulations. Contractor agrees to keep his portion of the storage areas in accordance with applicable fire and safety codes and regulations.

- 4.36 **GPA Credentialing:** All Contractors/Subcontractors, and their employees are to be credentialed by the GPA Credentialing Center. GPA credentialing badges are to be worn by all employees at all times. Anyone arriving to work on GPA premises that are not in possession of a GPA credentialing badge will be denied access to the GPA property. Any person performing work on the GPA premises that does not have their picture identification badge displayed in plain view will be advised to attach the badge in a visible spot and the incident will be noted. Credentialing badges of all personnel that have been terminated or assigned outside of GPA shall be collected by the Contractor or Subcontractor and turned into the GPA Police immediately following termination or reassignment. Only authorized Contractors/Subcontractors, and their employees are allowed on the premises of GPA facilities. Employees are not to be accompanied in the work area by acquaintances, family members (including children), assistants, or any other person unless said person is an authorized Contractor/Subcontractor employee. Access to designated restricted areas is forbidden by Contractor's/Subcontractor's employees.
- 4.37 **TWIC:** The successful contractor must also obtain a **Transportation Workers Identification Credential (TWIC)** card for all personnel to be displayed, in addition to the GPA badge in a visible spot. Federal Law requires that all personnel entering the GPA property be required to display the TWIC credential. For more information regarding the TWIC card or to pre-enroll, go to [www.tsa.gov/twic](http://www.tsa.gov/twic) . The successful contractor is required to provide a confirmation/payment sheet **within ten (10) days** after requested by the GPA.
- 4.38 **Emergency Contact:** The Contractor shall provide a 24-hour emergency telephone number for resolution of any problems.