



REQUEST FOR PROPOSAL 25-002

FORT MCMURRAY INTERNATIONAL AIRPORT PROVISION OF CLEANING SERVICES

Release Date: July 25, 2025

Closing Date: August 15, 2025

1. DEFINITIONS

Throughout this RFP, the capitalized terms will have the following meanings:

- a. “Act” means the *Aeronautics Act*, S.C. 1985, c. A-2, as in force and amended from time to time;
- b. “Agreement” means the written agreement for the design and implementation of the Cleaning Services contract and includes all schedules and amendments and renewals, if any, resulting from this Request for Proposal;
- c. “Closing Date” means 1530h (3:30 pm) MDT on August 15, 2025;
- d. “Confidential Information” means any information or material which is proprietary to the Authority and that is designated as Confidential Information or which under the circumstances surrounding disclosure ought to be treated as confidential. Confidential Information shall include, without limitation:
 - a) all information obtained by the Proponent or made available by the Authority through whatever means; and
 - b) any plans, layouts, drawings, maps, or other documentation provided in connection with this RFP, including but not limited to all information requested by the Proponent; but shall not include information that:
 - i. is or subsequently becomes publicly available, other than as a result of a breach of this Agreement;
 - ii. is information that the parties learn independently of any disclosure by the Authority; or
 - iii. is lawfully obtained from any third party who has lawfully obtained such information.
- e. “Contract Manager” means the Person appointed by the Contractor who is responsible for the management of the Agreement;
- f. “Contractor” means the Preferred Proponent to this RFP who enters into an Agreement with FMAA;
- g. “FMAA” means the Fort McMurray Airport Authority, an airport authority under the *Regional Airports Authorities Act*, Alberta;
- h. “Laws” has the meaning given to it in Section 15 of this RFP;

- i. "Person" means an individual, partnership, association, body corporate, trustee, executor, administrator or legal representative;
- j. "Preferred Proponent" means the top ranked Proponent pursuant to this RFP;
- k. "Proponent" means any Person that submits, or intends to submit, a Proposal in response to this RFP;
- l. "Proponent Representative" has the meaning given to it in Section 30 of this RFP;
- m. "Proposal" means the Proponent's response to this Request for Proposal;
- n. "Prudent Practice" means the practices, methods and acts, including those related to public safety, cost and business conduct, generally accepted at the relevant time by responsible and reputable Contractors in Alberta and includes practices, methods or acts which would, in the exercise of reasonable judgment in light of the facts known at the time the decision was made, have been expected to accomplish the same result as generally accepted maintenance practices;
- o. "RFP" means the Request for Proposal documents and includes all reference documentation;
- p. "RFP Contact" means the Person indicated in Section 30 of this RFP;
- q. "Cleaning Services" means those services as described in Section 4 of this agreement;
- r. "Scope of Work" means the provision of requirements necessary to complete the Cleaning Services;
- s. "Subcontractor" means a contractor that is engaged and supervised by the Contractor for the purpose of providing any whole or part of the Scope of Work. Subcontractors are not authorized under this RFP; and
- t. "YMM" means Fort McMurray International Airport, which is owned and operated by FMAA;
- u. "YMM Designated Manager(s)" means the representative(s) as designated by the Authority, from time to time, responsible for administration of the Agreement.

2. DESCRIPTION OF REQUIREMENT

The FMAA is an independent not-for-profit, non-share capital corporation which owns and operates the Fort McMurray International Airport. FMAA provides critical transportation services, creating local jobs, procuring local goods and services and offering commercial land leasing opportunities. All surplus revenue generated from commercial activities is reinvested back into airport operations and infrastructure to ensure compliance with safety, security and environmental regulations. The airport is a major economic driver for the region, with an economic impact of over \$290 million, supporting 40+ businesses and some 500 jobs on the airport campus.

YMM is responsible for the delivery of high quality, safe and efficient airport services 24 hours per day/7 days per week/365 (24/7/365) days of the year. The airport is serviced by Air Canada,

WestJet, and numerous other airlines and air charter companies.

The FMAA operates an award-winning, class A, 15,000 m² (160,000 ft²) air passenger terminal building that was opened in 2014. The terminal is open to the public from 0400 to 2400 daily and is staffed 24 hours a day.

3. PURPOSE OF THE RFP

The purpose of this RFP is to invite Proponents to develop and propose innovative and cost-effective solutions to ensuring FMAA meets or exceeds its customers expectation by providing a clean, hygienic, safe and secure environment. It is FMAA's expectation that the successful Proponent will contribute to FMAA's vision of YMM **Connecting more people to destinations and opportunities** through their dedication to delivering customer service and professional Cleaning Services.

4. SCOPE OF WORK

The Cleaning Services required include, but are not limited to:

- Floor cleaning, washing, waxing, sealing and polishing
- Carpet vacuuming and steam cleaning
- Horizontal and vertical grates and vents dusted, vacuumed, cleaned and disinfected
- Furniture covers removed, laundered and reinstalled
- Horizontal surface dusting, cleaning, washing, polishing and disinfecting
- Washroom and shower area cleaning, washing and disinfecting
- Lunchroom - Kitchenette cleaning, polishing and disinfecting
- Vertical surface cleaning, washing, polishing and disinfecting
- Empty waste bins and replace liners, clean and disinfect
- Empty recycle bins and replace liners, clean and disinfect
- Consumable inventory management

- Cleaning services are limited to the interior of the building.
- Cleaning of vertical surfaces is limited to a height of 3.5m, or the ceiling height, whichever is lower.

Public Areas are to be maintained to a high standard of cleanliness and polish, commensurate with a Class A facility. Washrooms are to be inspected and serviced as frequently as required to maintain a high standard, based upon the volume of people in the building at the time. Glass and floors are to be maintained to a spot and smudge free condition. Carpets are to be steam cleaned at a minimum annually and spot cleaned as required. Wide area disinfection (fogging) to be completed minimum weekly or greater as per guidance from the public medical health officer.

Offices are to be serviced on normal working days (Monday to Friday), after normal working hours and inspected daily on non-working days and serviced as required. Carpets are to be steam cleaned at a minimum annually and spot cleaned as required.

Service spaces are to be inspected daily, and floors cleaned. Washrooms are to be inspected and serviced daily. Carpets are to be steam cleaned at a minimum annually and spot cleaned as required.

Selected maintenance spaces are to have floors cleaned minimum bi-weekly.

On-request spaces, maybe any portion of the terminal the FMAA request's be serviced and cleaned.

The cleaning intervals listed are a minimum based on current activity levels and are intended to be used to guide the proponent. All defined spaces, and any additional on-request spaces, are expected to be serviced and maintained to a safe and sanitary condition based on industry Prudent Practice.

Defined level of service areas along with approximate measurements are attached as Appendix A

5. TERM OF CONTRACT

The Proposal must be for a five (5) year term with an option for a second three (3) year term on the understanding that the contract price of the Cleaning Services to be renewed at then-current market rates. If the parties cannot agree on renewal rates, rates are to be determined by arbitration in accordance with the terms of the Alberta Arbitration Act. The anticipated start date of the contract is September 1, 2025.

6. CONSTRAINTS

Under the terms of any Agreement the Contractor will be required to acknowledge and agree that YMM is a 24 hour/day, seven days/week, 365 (24/7/365) days of the year facility. While subject to change, on average the first flight of the day departs at approximately 5:45 a.m. and the last flight arrives at approximately 1:00 a.m.

Cleaning Services are to be provided by the Contractor; Sub-Contractors maybe utilised for specialised services and must be identified in the proposal.

The Contractor, under the terms and conditions of its employment agreements with each of its personnel, must ensure that they:

- a. Obtain and maintain a Transportation Security Clearance and a Restricted Area Identification Card (RAIC) for all staff employed at the airport.

The Contractor must ensure that all personnel participate, at the cost of the Contractor, in FMAA deemed mandatory training sessions including, but not limited to, Security Awareness Training, Safety Management System Training, and Customer Service Training. It is understood that the Contractor will pay all its personnel for the time they spend at the training sessions described above but that the training sessions will be made available for no charge by FMAA.

The Contractor will be responsible for providing all company uniforms, environmental clothing, and cleaning related equipment. Images of sample uniform shall be included in the proposal.

Tenant leased areas are responsible for their own cleaning services in those areas. The tenants are free to contract or not-contract for cleaning services. The successful proponent is free to contract with individual lease holders in the building, provided that staff, time and supplies that are paid for by the FMAA are not used to support tenant cleaning contracts.

The FMAA reserves the right to approve or disapprove the use of any equipment or cleaning product that may interfere with or damage any security equipment, security process, or has any negative or degrading effect on any equipment or process at the sole discretion of the FMAA.

Selection of the winning proponent will be based on “Best-Value” as deemed by FMAA.

7. FMAA PROVIDED EQUIPMENT / SUPPLIES

The FMAA will provide the following consumable equipment / supplies:

- Waste and sanitary bin liners,
- Paper hand towels
- Toilet Paper,
- Cleaning and Disinfecting detergents, soaps and chemicals
- Floor stripping, waxing and polishing chemicals
- Hygiene products
- Wet and dry Mop heads,
- Cleaning cloths
- Vacuum bags and filters
- Office space, common lunchroom
- Clothes washer and dryer

8. PROPONENT PROVIDED EQUIPMENT

- Floor scrubber machines,
- Floor polishers/burnishers
- Vacuums
- Mop handles,
- Brooms
- Squeegees
- Buckets,
- Cleaning carts
- Safety Signage
- Office and administrative supplies
- Handheld Radios, batteries and charging equipment
- Personal Protective Equipment; gloves, glasses, goggles, etc...
- Any other equipment required to provide the cleaning services.

9. PROPONENTS MEETING AND SITE TOUR

A site meeting and site tour will be scheduled for all Proponents. The tour will be held on July 31, 2025, at 1000h. Attendees are to register at the Information Centre on the Arrivals level of the terminal.

After the tour, if requested, individual Proponent meetings will be scheduled with the FMAA team. It is a mandatory requirement to attend the Proponent’s site tour. Proponents will have the opportunity to ask questions during the tour and individual meetings. Any questions that are not answered during the meetings will be answered and distributed to all Proponents.

10. PROJECT SCHEDULING

a. RFP Process.

- i) RFP Release Date: July 25, 2025
- ii) Acknowledgement Return Date: July 31, 2025
- iii) Site Tour and Meetings: July 31, 2025
- iv) Proposals due by: August 15, 2025
- v) RFP Evaluation Completion: August 21, 2025
- vi) Planned Contract Award: August 22, 2025

b. Contract Start.

- (i) Projected start date is expected to be no later than September 1, 2025.

11. WORKING LANGUAGE OF FMAA

The working language of FMAA is English.

12. CURRENCY AND TAXES

All pricing is to be quoted in Canadian dollars exclusive of taxes.

13. CONTRACT PRICING

The Proponent must include a pre-tax Canadian dollar pricing model that clearly details all costs associated with completing the RFP Scope of Work.

14. PROPOSALS FROM A SINGLE LEGAL ENTITY

Proposals should be submitted by a single legal entity. Proponents should provide the name, structural details, and contact information of the Person that will act as the main contact to FMAA in respect of the RFP process and for the purposes of performing any resulting Agreement (the **“Proponent Representative”**).

15. CODE AND REGULATORY COMPLIANCE

This RFP will be governed by and be construed and interpreted in accordance with the Laws of the Province of Alberta.

Proponents must ensure their Proposals meet and comply with all relevant Laws, by-laws, regulations and codes of all relevant levels of government, including but not limited to the Act (**“Laws”**).

16. PROPONENTS TO REVIEW RFP

Proponents are advised to examine all the documents comprising this RFP and report any errors, omissions or ambiguities and seek additional information, in writing, by e-mail, to the RFP Contact. FMAA will not respond to requests for clarification after the closing date.

17. PROPONENTS TO FOLLOW INSTRUCTIONS

Proponents should structure their Proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, Proposals should reference the applicable section numbers in the RFP.

18. NO INCORPORATION BY REFERENCE BY PROPONENT

The entire content of a Proponent's Proposal should be contained within the Proposal document and the content of web sites or other external documents referred to in the Proposal will not be considered to form part of its Proposal. FMAA is under no obligation to seek out information not contained in a Proponents Proposal.

19. RFP DEBRIEFS

Unsuccessful Proponents may request a debrief meeting with FMAA within two weeks of the conclusion of the RFP process; FMAA will make a reasonable effort to meet with Proponents who make such a request. Requests after the two-week period will not be entertained by FMAA.

20. MANDATORY PROPOSAL COMPONENTS

Clarity of language, adherence to Proposal format structuring, and adequate and easily accessible documentation is essential for the FMAA to conduct an evaluation. FMAA is interested in Proposals that demonstrate innovation, efficiency, and value. General marketing and promotional material will not be reviewed or considered.

The information contained in the proposal must be organized under the same headings and in the same order as follows:

- a) A title page, showing the RFP number and title, the Proponents name and address, and Proponents contact information, including phone numbers and e-mail address;
- b) A table of contents including page numbers. All pages must be placed and numbered consecutively;
- c) An introductory letter identifying the Proponent's key personnel, including resumes and references;
- d) A statement indicating the Proponent's commitment to FMAA's vision and goals. This should also include the Proponents capacity to manage FMAA cleaning needs with any other existing contracts;
- e) A history of the Proponent in general, including the legal size and structure of the Proponent, and should outline their experience in providing cleaning

services of comparable or greater size and complexity, complete with testimonials, if available;

- f) A letter of good standing with the Workplace Safety & Insurance Board;
- g) A letter from the Proponent's insurance company stating availability of professional liability insurance and proof of general liability insurance of no less than Five Million (\$5,000,000.00) Dollars per occurrence. Clauses that limit the liability of the Proponent or insurance company to the fees payable will not be accepted;
- h) A breakdown of the Proponent's proposal to meet the Scope of Work complete with methodology and frequency of specific cleaning tasks;
- i) A list of the equipment to be provided, including quantities and make, model as applicable for and quantities as contract schedule, controls, timing and reporting;
- j) A monthly fixed price based on an annual terminal passenger level (i) 350,000; (ii) 450,000; (iii) 550,000; and (iv) 700,000
- k) A schedule of work to meet YMM operations, including number of staff on shift;
- l) A plan outlining how supervision, quality control and quality assurance will be met;
- m) An overview of the Proponent's health and safety program;
- n) The proponent's plan to transition from the current service provider to the Proponent without any interruption in service level;
- o) The Proponent's Representative name and contact details; and
- p) Any additional information the Proponent feels pertinent to its Proposal.

21. DISCLOSURES AND CONFIDENTIALITY

FMAA provides the following disclosures to Proponents responding to this RFP, and the Proponent acknowledges having received the same:

While FMAA has used considerable effort to ensure the accurate representation of information in this RFP, including these disclosures, such information is supplied solely as a guideline for Proponents. FMAA does not warrant or guarantee the accuracy of such information nor is such information necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from their obligation to conduct their own due diligence, form their own opinions and reach their own conclusions with respect to the matters addressed in this RFP.

Proponents will have the opportunity at specified times during the RFP process to request additional information and to request clarification of information provided. This information may

be shared with all Proponents at the sole discretion of FMAA and may be subject to the Proponent signing a Non-Disclosure Agreement.

Subject to the terms and conditions of this RFP, Proponents will have access to RFP related documents. This may include Confidential Information and remains the exclusive property of FMAA. Proponents must take all reasonable steps to safeguard this information and will not disclose any Confidential Information to any third party unless expressly authorized in writing to do so by the RFP Contact. Proponents will not use Confidential Information for any reason other than creating its proposal to this RFP or as expressly authorized by the RFP Contact.

Except for Confidential Information, FMAA may use any other information supplied to them in the RFP submissions for whatever purposes that FMAA, in its sole discretion, desires, without any compensation payable to the Proponent whatsoever.

_____Proponent

22. CHANGES TO THE RFP

FMAA may amend the RFP in whole or in part, at any time. All amendments and additional information will be made available to registered Proponents.

23. CHANGES TO PROPOSALS & WITHDRAWAL OF PROPOSALS

Proponents may amend or withdraw their proposal at any time before the closing date by submitting a clear and detailed written notice to the FMAA Contact. Material changes may impact the evaluation, ranking and selection of Proponents.

24. COSTS OF PROPOSALS

The Proponent shall bear the responsibility for all costs associated with all stages of this RFP process, including but not limited to the preparation, presentation and submission of their proposal, the negotiation phase, and the disclosure of information to FMAA. FMAA shall not be obligated to bear any costs associated with Proponent submissions to this RFP for any reason whatsoever.

25. OWNERSHIP

All documents, maps, drawings, photographs, surveys, reports, or similar materials prepared or produced pursuant to this RFP will become the property of the Fort McMurray Airport Authority and must be transferred to the Fort McMurray Airport Authority.

26. PROPOSAL EVALUATION CRITERIA

This RFP is not a request for binding offers. No contractual obligations will arise between FMAA and any Proponent until and unless FMAA and a Proponent execute a written Agreement.

Proposals will be evaluated by FMAA on the basis of “best value” to FMAA and as such, lowest

price may not mean award. FMAA reserves the right to select and award using its sole discretion and to reject any and all proposals as it sees fit.

Evaluation criteria will include:

- Level of service and process and procedures to ensure quality service;
- Cleaning industry experience;
- Airport experience;
- Demonstrated and assessed ability to attract and retain qualified staff;
- Cost.

27. SUBMISSION INSTRUCTIONS

Proposals may be submitted electronically in PDF format or via printed copy. Maximum file size 15 MB per email message. The FMAA is not liable for any failure in receiving the submission, missing or delayed messages. The Proponent bears all responsibility to ensure delivery and confirm receipt prior to the submission deadline.

Proposals will not be opened in public.

28. CLOSING DATE AND TIME FOR SUBMISSIONS

- a) Proposals must be received no later than: 1530 hours (3:30 pm) Mountain Standard Time (MDST), August 15, 2025.
- b) No late deliveries, fax transmissions, or e-mails will be accepted after closing time.

29. FMAA RFP CONTACT

The FMAA RFP Contact is the only representative authorized to communicate and otherwise deal with the Proponents and all Proponents must communicate and deal with that person only.

Contact with any other Airport representative including Members of the Board of Directors for the Airport Authority, regarding the RFP or a Proponents submission will result in the Proposal being removed from consideration for this RFP.

In the case of a Proponent having a dispute with their submission being removed for this clause, a formal letter must be presented to the RFP Contact within (5) working days of notice of removal, stating clearly the reason(s) that they feel their submission should be

reinstated. Under this process the FMAA President and CEO, at their sole discretion, will make the final decision.

The FMAA RFP Contact is:

Vice President Operations & Infrastructure
Fort McMurray Airport Authority
300-100 Snowbird Way
Fort McMurray AB T9H 0G3

Phone: (780) 793-8982
E-Mail: cuyler.green@flyymm.com

30. Proponent Acknowledgement and Submission

Proponents who intend to submit a Proposal are to complete the form below and return the same to FMAA no later than August 1, 2025.

MANDATORY PROPONENT REGISTRATION FORM

_____ intends to submit a Proposal to the Request
Name of Proponent / Respondent

for Proposal for the Provision of Cleaning Services issued by FMAA. The designated contact person for the Proponent is:

Name

Position

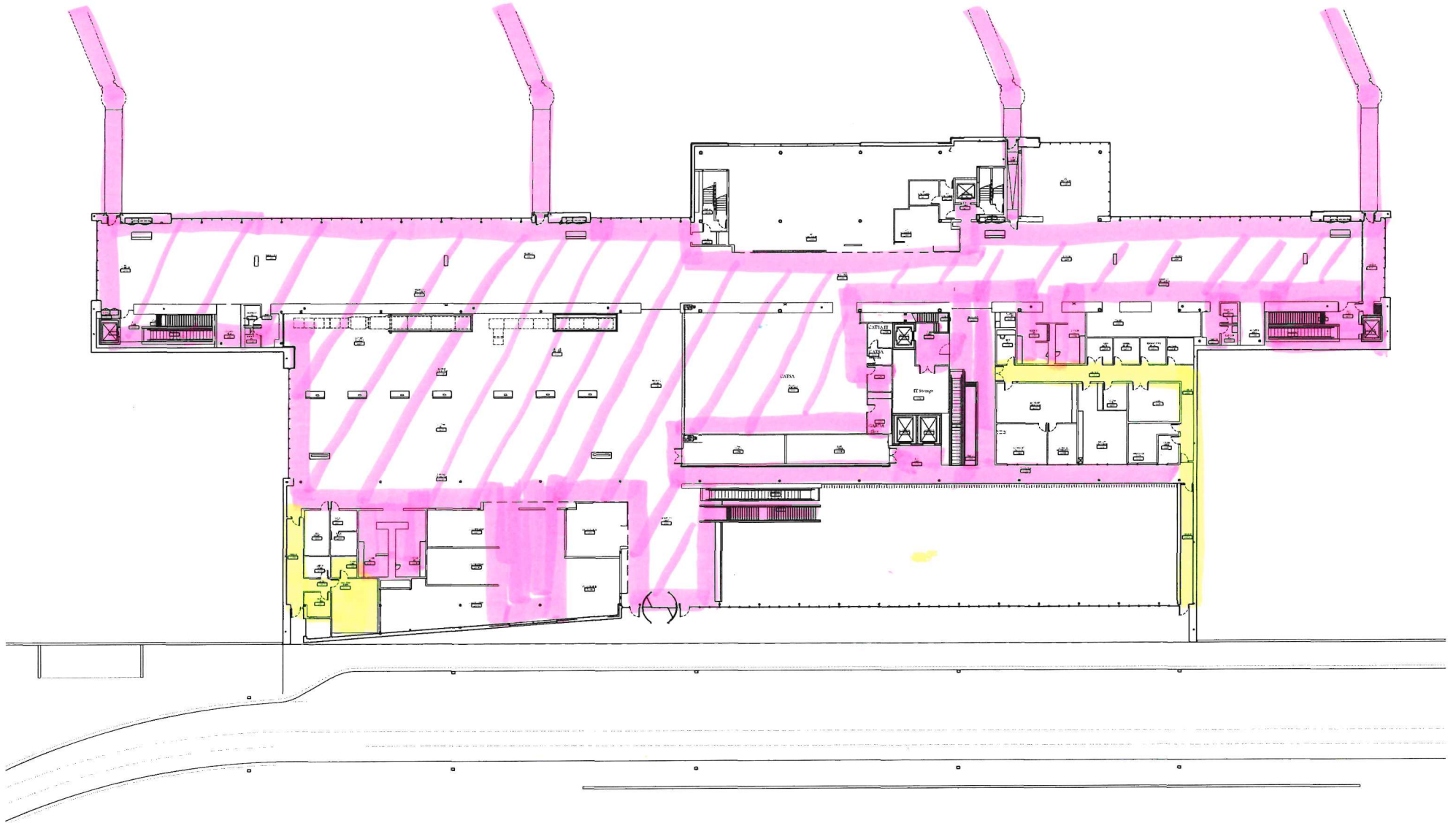
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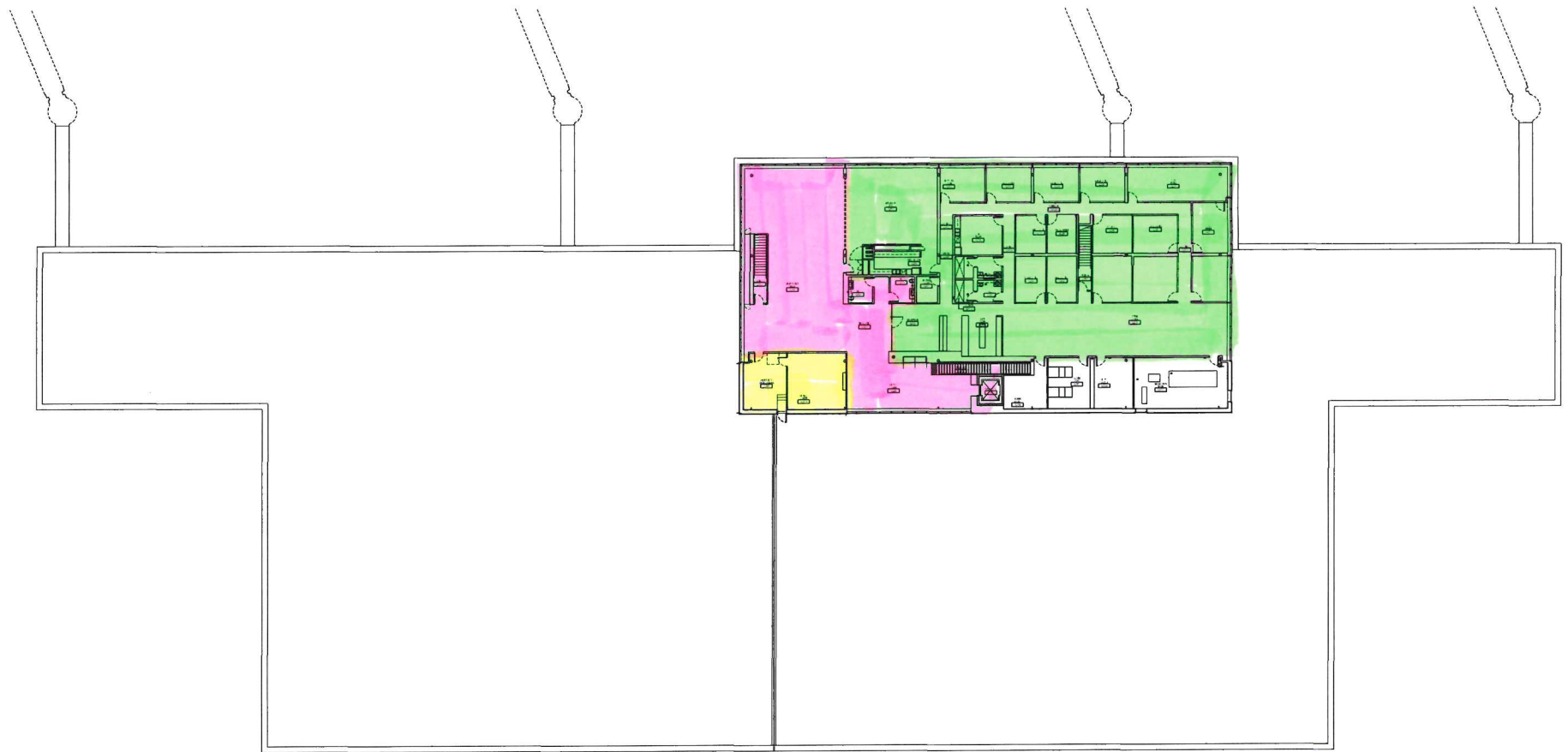
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YMM Terminal Level 2



-  Public Area
-  Service Area

YMM Terminal Level 3



-  Public Area
-  Service Area
-  Office Area

YMM Cleaning RFP 25-002

	m2	Lm
Level 1 Gross Area	7838	
Level 2 Gross Area	5733	
Level 3 Gross Area	1313	
Level 1 Gross Area	7838	
Level 1 Public Area	1765	
Level 1 Maint Area	1406	
Level 1 Service Area	1318	
level 1 Carpet Area	250	
Level 1 Washrooms	13	
Level 1 Window Lm		57
Level 2 Gross Area	5733	
Level 2 Public Area	3981	
Level 2 Carpet Area	712	
Level 2 Service Area	174	
Level 2 Bridges	363	
Level 2 Washrooms	8	
Level 2 Windows Lm		148
Level 3 Gross Area	1313	
Level 3 Public Area	331	
Level 3 Office Area	752	
Level 3 Carpet Area	594	
Level 3 Service Area	87	
Level 3 Washrooms	4	
Level 3 Windows Lm		107

All areas are approximate.

Not all areas are included in regular service areas, sum of the areas will not add up to total gross area.