



**CITY OF PHOENIX**  
**AVIATION DEPARTMENT**  
**REQUEST FOR PROPOSAL**  
**AVN RFP 23-007**

**GROUND TRANSPORTATION DISPATCH AND CURB MONITORING SERVICES**  
**REQUIREMENTS CONTRACT**

**Kyle Brack**  
**Procurement Officer**  
**2485 East Buckeye Road**  
**Phoenix, AZ 85034**  
**Phone: (602) 683-3886**  
**[kyle.brack@phoenix.gov](mailto:kyle.brack@phoenix.gov)**

**Posted on website: July 8, 2022**



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2485 E. Buckeye Road,  
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## SECTION I – INSTRUCTIONS

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### SECTION I – INSTRUCTIONS

**Please read before continuing to the Offer document. This list may not include every requirement; the purpose is to assist offerors, but Offerors are expected to read and comply with the entire solicitation.**

#### SOLICITATION RESPONSE CHECK LIST

Check off each of the following as the necessary action is completed.

- All forms have been completed and signed, including Solicitation Disclosure form.
- All Submittals are included.
- Reviewed and verified prices offered.
- Checked price extensions and totals.
- Included any required drawings or descriptive literature.
- If required, checked and included the amount of the offer surety.
- Reviewed the insurance requirements, if any, to assure compliance.
- Included the specified number of copies of the Offer as indicated in Submittal section.
- Included signed addenda, if any.
- Addressed the mailing envelope to the Procurement Officer on the solicitation front page, at the address listed.
- If mailing, the mailing envelope must clearly show your company name and address, the solicitation number, solicitation title, and the offer opening date.
- Mailing response time: The City must receive Offers no later than the date and time indicated in the Schedule of Events or addenda.



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**1. DESCRIPTION – STATEMENT OF NEED:**

- 1.1. The City of Phoenix (“City”) invites sealed Offers for **Ground Transportation Dispatch and Curb Monitoring Services** for a **three-year period** commencing on or about **March 1, 2023**, with **two (2) one-year options** to extend the term, in accordance with the specifications and provisions contained herein or the “Effective Date” which is upon award by the City Council, conditioned on signature and recording by the City Clerk’s department, as required by the Phoenix City Code, whichever is later.
- 1.2. This solicitation is available through Arizona Relay Service 7-1-1. Please call TTY 800-367-8939 for assistance.
- 1.3. Notwithstanding the foregoing, this Contract will terminate upon the earliest of the following occurrences: reaching the end of the term including any extensions exercised, or termination pursuant to the provisions of this Contract.

**2. CITY’S VENDOR SELF-REGISTRATION AND NOTIFICATION:** Offerors must be registered in the City’s procurePHX Self-Registration System at <https://www.phoenix.gov/financesite/Pages/EProc-help.aspx> to respond to solicitations and access procurement information. The City may, at its sole discretion, reject any Offer from an Offeror who has not registered. The product category codes for this RFP are 990310000 (Dispatching Services (including fire, police, and medical services)), 918840000 (Parking Consultant), and 958720000 (Parking Mgt Svcs).

**3. SCHEDULE OF EVENTS:**

ACTIVITY	DATE AND TIME (all times are local Phoenix time)
Publish Solicitation	<b>Friday, July 8, 2022</b>
Pre-Offer Conference	<b>Wednesday, July 20, 2022 @ 11:00 AM</b> Join by Phone: +1-415-655-0001 Access Code: 2454 304 8980 Meeting Link: <a href="https://cityofphoenix.webex.com/cityofphoenix/onstage/g.php?MTID=e91df406c687dbf8f7f1a172bab763daa">https://cityofphoenix.webex.com/cityofphoenix/onstage/g.php?MTID=e91df406c687dbf8f7f1a172bab763daa</a>



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Site Visit	<b>Thursday, July 28 @ 10:00 AM – 12:00 PM</b>  <b>Meet at:</b> Aviation Headquarters Building Lobby 2485 E. Buckeye Rd. Phoenix, AZ 85034  Additional details are in section 24. Site Visit, Section I - Instructions
Written Inquiries Due Date	<b>Thursday, August 4, 2022 @ 5:00 PM</b>  Email inquiries to <a href="mailto:kyle.brack@phoenix.gov">kyle.brack@phoenix.gov</a>
Offer Due Date	<b>Thursday, August 18, 2022 @ 2:00 PM</b>
Offer Opening	<b>Thursday, August 18, 2022 @ 2:15 PM</b>  Join by Phone: +1-415-655-0001 Access Code: 2455 993 3985 Meeting Link: <a href="https://cityofphoenix.webex.com/cityofphoenix/j.php?MTID=mf7b67519fbb410bb9d23f7baa331cfdd">https://cityofphoenix.webex.com/cityofphoenix/j.php?MTID=mf7b67519fbb410bb9d23f7baa331cfdd</a>
Offer Submittal Location	<b>Physical Submission:</b> 2485 E Buckeye Rd, Phoenix, AZ 85034  <b><u>OR</u></b>  <b>Electronic Submission:</b> email to <a href="mailto:avn.solicitations@phoenix.gov">avn.solicitations@phoenix.gov</a> and copy <a href="mailto:kyle.brack@phoenix.gov">kyle.brack@phoenix.gov</a>  Please follow instructions listed in paragraph 12, Submission of Offer, Section I – Instructions.

#### 4. PREPARATION OF OFFER:

- 4.1. All forms provided in Submittal Section must be completed and submitted with the Offer. The signed and completed Solicitation Disclosure form must be included or your Offer may be deemed non-responsive.



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- 4.2.** It is permissible to copy Submittal forms if necessary. Erasures, interlineations, or other modifications of the Offer must be initialed in original ink by the authorized person signing the Offer. No Offer will be altered, amended, or withdrawn after the specified Offer due date and time. The City is not responsible for Offeror's errors or omissions.
- 4.3.** All time periods stated as a number of days will be calendar days.
- 4.4.** It is the responsibility of all Offerors to examine the entire solicitation and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting an Offer. Negligence in preparing an Offer confers no right of withdrawal after due date and time. Offerors are strongly encouraged to:
  - 4.4.1.** Consider applicable laws and/or economic conditions that may affect cost, progress, performance, or furnishing of the products or services.
  - 4.4.2.** Study and carefully correlate Offeror's knowledge and observations with the solicitation and other related data.
  - 4.4.3.** Promptly notify the City of all conflicts, errors, ambiguities, or discrepancies that Offeror has discovered in or between the solicitation and other related documents.
  - 4.4.4.** The City does not reimburse the cost of developing, presenting, or providing any response to this solicitation. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The Offeror is responsible for all costs incurred in responding to this solicitation. All materials and documents submitted in response to this solicitation become the property of the City and will not be returned.
  - 4.4.5.** Offerors are reminded that the specifications stated in the solicitation are the minimum level required and that Offers submitted must be for products or services that meet or exceed the minimum level of all features specifically listed in this solicitation. Offers offering less than any minimum specifications or criteria specified are not responsive and should not be submitted.
  - 4.4.6.** Offer responses submitted for products considered by the seller to be acceptable alternates to the brand names or manufacturer's catalog references specified herein must be submitted with technical literature and/or detailed product brochures for the City's use to evaluate the



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products offered. Offers submitted without this product information may be considered as non-responsive and rejected. The City will be the sole judge as to the acceptability of alternate products offered.

**4.4.7** Prices will be submitted on a per unit basis by line item, when applicable. In the event of a disparity between the unit price and extended price, the unit price will prevail unless obviously in error.

**5. OBTAINING A COPY OF THE SOLICITATION AND ADDENDA:** Interested Offerors may download the complete solicitation and addenda from <https://solicitations.phoenix.gov/>. Any interested Offerors without internet access may obtain this solicitation by calling the Procurement Officer or picking up a copy during regular business hours at the City of Phoenix Aviation Department Headquarters, Contracts and Services Division, 4285 East Buckeye Road, Phoenix, AZ 85034. It is the Offeror's responsibility to check the website, read the entire solicitation, and verify all required information is submitted with their Offer.

**6. EXCEPTIONS:** Offeror must not take any exceptions to any terms, conditions, or material requirements of this solicitation. Offers submitted with exceptions may be deemed non-responsive and disqualified from further consideration in the City's sole discretion. Offerors must conform to all the requirements specified in the solicitation. The City encourages Offerors to send inquiries to the procurement officer rather than including exceptions in their Offer.

**7. INQUIRIES:** All questions that arise relating to this solicitation should be directed via email to the Procurement Officer and must be received by the due date indicated in the Schedule of Events. The City will not consider questions received after the deadline.

No informal contact initiated by Offerors on the proposed service will be allowed with members of City's staff from date of distribution of this solicitation until after the resulting contract(s) are awarded or Offers are rejected and the solicitation is cancelled without any announcement by the Procurement Officer of the City's intent to reissue the same or similar solicitation. All questions concerning or issues related to this solicitation must be presented **in writing**.

The Procurement Officer will answer written inquiries in an addendum and publish any addendums on the Procurement Website.

**8. ADDENDA:** The City will not be responsible for any oral instructions made by any employees or officers of the City regarding this solicitation. Any changes will be in the form of an addendum. **The Offeror must acknowledge receipt of any/all addenda by signing and returning the document with the Offer submittal. Failure to**



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**acknowledge receipt and returning signed addenda may result in the rejection of Offer as non-responsive.**

- 9. BUSINESS IN ARIZONA:** The City will not enter contracts with Offerors (or any company(ies)) not granted authority to transact business, or not in good standing, in the state of Arizona by the Arizona Corporation Commission, unless the Offeror asserts a statutory exception prior to entering a contract with the City.
- 10. LICENSES:** If required by law for the operation of the business or work related to this Offer, Offeror must possess all valid certifications and/or licenses as required by federal, state, or local laws at the time of submittal.
- 11. CERTIFICATION:** By signature in the offer section of the Offer and Acceptance page(s), Offeror certifies:
- The submission of the Offer did not involve collusion or other anti-competitive practices.
  - The Offeror must not discriminate against any employee, or applicant for employment in violation of Federal or State Law.
  - The Offeror has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted offer.
- 12. SUBMISSION OF OFFER:** Offers must be in possession of the Aviation Department on or prior to the exact time and date indicated in the Schedule of Events. Late offers will not be considered. The prevailing clock will be the Aviation Department's clock.
- Offers must be submitted in one of the following ways:
- 12.1 Physical Submission:** For "in-person" and "via carrier" (i.e. USPS, FedEx, UPS, etc.) delivery: Offers will be received at Aviation Headquarters located at 4285 E Buckeye Rd, Phoenix, AZ 85034 in the LOBBY during normal business hours (8:00 am – 5:00 pm local Phoenix time). All offers shall be clearly identified on the outside of the package as designated in this solicitation. The Offeror is responsible for managing potential delays due to COVID-19 and the City doesn't make exception for delays caused by the Carrier. Offers must be submitted in a sealed, opaque envelope and the following information should be noted on the outside of the envelope:
- Offeror's Name
  - Offeror's Address (as shown on the Certification Page)
  - Solicitation Number





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- Solicitation Title
- Offer Opening Date

Offers must be completed in ink or typewritten and include the number of copies that are required as indicated in the Submittal Section.

**12.2 Electronic Submission:** For electronic delivery, please submit your Offers via email to [avn.solicitations@phoenix.gov](mailto:avn.solicitations@phoenix.gov) and copy [kyle.brack@phoenix.gov](mailto:kyle.brack@phoenix.gov). The date and time on the email will provide proof of submission and verification if the Offer was received on or prior to the Due Date and Time specified. Please identify the solicitation number on the subject line of the emailed Offer submission. The following information should be noted in the email:

- Offeror's Name
- Offeror's Address (as shown on the Certification Page)
- Solicitation Number
- Solicitation Title
- Offer Opening Date

Due to file size limitations for electronic transmission (for sending or receiving), Offers sent by email may need to be sent in parts with multiple emails. It is the responsibility of the Offeror to ensure that the Offer (including all parts if sent in multiple emails) is timely and to confirm that there are no technical reasons that any Offer submitted electronically may be delayed. The date and time on the email(s) as received/stamped by the City's inbox will provide proof of submission and verification whether the Offer was received on or prior to the exact time and date indicated in the Schedule of Events.

Any original documents (such as bonds, guaranties, powers of attorney), if required by the solicitation, must be separately delivered to and received by the City on or prior to the exact time and date indicated in the Schedule of Events, with a clear indication of the Offer for which it is attributed.

**12.3** If available for this solicitation, electronic submission via file transfer site may be available. For instructions to upload a digital Offer, Offeror must first indicate its intent to apply (and submit a completed "intent to apply" form, if provided in the solicitation) by emailing to [avn.solicitation@phoenix.gov](mailto:avn.solicitation@phoenix.gov) and copying [kyle.brack@phoenix.gov](mailto:kyle.brack@phoenix.gov). The following information should be noted in the email:

- Offeror's Name
- Offeror's Address (as shown on the Certification Page)
- Solicitation Number
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It is the responsibility of the Offeror to ensure that the Offer is timely and to confirm that there are no technical reasons that any Offer submitted electronically may be delayed. The date and time on the upload as received/stamped by the City's file transfer site will provide proof of submission and verification whether the Offer was received on or prior to the exact time and date indicated in the Schedule of Events.

Any original documents (such as bonds, guaranties, powers of attorney), if required by the solicitation, must be separately delivered to and received by the City on or prior to the exact time and date indicated in the Schedule of Events, with a clear indication of the Offer for which it is attributed.

- 13. WITHDRAWAL OF OFFER:** At any time prior to the Offer Due Date, an Offeror (or designated representative) may withdraw the Offer by submitting a request in writing and signed by a duly authorized representative. If Offeror withdraws the Offer electronically by email ([avn.solicitations@phoenix.gov](mailto:avn.solicitations@phoenix.gov) and copy [kyle.brack@phoenix.gov](mailto:kyle.brack@phoenix.gov)), the request to withdraw must be in the form of a letter attached to the email that includes either an image of the duly authorized representative's signature or an electronic signature from a verifiable source, such as Adobe Sign, DocuSign, or a similar verifiable software program.
- 14. OFFER RESULTS:** Due to the national COVID-19 pandemic emergency and in compliance with the Center of Disease Control and Prevention (CDC) and the Arizona Department of Health Services recommendations for health, safety, and social distancing, all Aviation Department public openings will be held via remote telephone and video access until further notice.

The offer openings will take place on their designated date and time through remote video and telephone conference with the link and dial-in phone number provided by the Aviation Department to the public. Offeror's name will be posted for public access on the City's solicitation website.

Offers will be opened on the offer due date, time, and location indicated in the Schedule of Events, at which time the name of each Offeror, and the prices may be read. Offers and other information received in response to the solicitation will be shown only to authorized City personnel having a legitimate interest in them or persons assisting the City in the evaluation. Offers are not available for public inspection until after the City has posted the award recommendation on the City's website.

The City will post the Offeror's name on the City's website, <https://solicitations.phoenix.gov/Awards> within five calendar days of the offer opening. Once the City has evaluated the Offers, the City will post an award recommendation on the website. By signing and submitting its Offer, each Offeror agrees that this posting of the award recommendation to the City's website effectively serves as the



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Offeror's receipt of that notice of award recommendation. The City has no obligation to provide any further notification to unsuccessful Offerors.

### **15. MINIMUM QUALIFICATIONS:**

**15.1** Offeror must have a minimum of (4) four years of continuous experience within the last five (5) years in Ground Transportation Dispatch and Curb Monitoring Services, and preferred to have been conducted at a medium and/or large hub primary airport.

**15.2** General Manager must have a minimum of four (4) years of continuous experience within the last seven (7) years of supervisory experience and a track record of leadership positions in general management, preferably in Ground Transportation Dispatch and Curb Monitoring Services.

General Manager must have a minimum of three (3) years providing customer service at a 24 hours per day, 7 days per week operation.

**15.3** Assistant General Manager must have a minimum of three (3) years of continuous experience within the last five (5) years of supervisory experience, preferably in Ground Transportation Dispatch and Curb Monitoring Services.

Assistant General Manager must have a minimum of two (2) years providing customer service at a 24 hours per day, 7 days per week operation.

### **16. PRE-AWARD QUALIFICATIONS:**

**16.1** Upon notification of an award the Offeror will have 30 calendar days to submit a complete certificate of insurance in the minimum amounts and the coverages as required in the Insurance Requirements of this solicitation. Insurance requirements are non-negotiable

### **17. AWARD OF CONTRACT:**

**17.1** Unless otherwise indicated, award(s) will be made to the most responsive, responsible Offeror(s) who are regularly established in the service, or providing the goods, contained in this solicitation and who have demonstrated the ability to perform in an acceptable manner.

**17.2** Factors that may be considered by the City include:

- Technical capability of the Offeror to accomplish the scope of work required in the Solicitation. This may include performance history on past and current government or industrial contracts; and,



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- Demonstrated availability of the necessary manpower (both supervisory and operational personnel) and necessary equipment to accomplish the scope of work in the Solicitation; and,
- Safety record; and,
- Offeror's history of complaints and termination for convenience or cause.

**17.3** Notwithstanding any other provision of this solicitation, the City reserves the right to: (1) waive any immaterial defect or informality; or (2) reject any or all Offers or portions thereof; or (3) reissue a solicitation.

**17.4** A response to a solicitation is an offer to contract with the City based upon the terms, conditions, and specifications contained in the City's solicitation. Offers do not become contracts until they are executed by the Deputy Aviation Director or Aviation Director. A contract has its inception in the award, eliminating a formal signing of a separate contract. For that reason, all of the terms, conditions and specifications of the procurement Contract are contained in the solicitation, and in any addendum or Contract amendment.

**18. CITY'S RIGHT TO DISQUALIFY FOR CONFLICT OF INTEREST:** The City reserves the right to disqualify any Offeror based on any real or apparent conflict of interest that is disclosed by the Offer submitted or any other data available to the City. This disqualification is at the sole discretion of the City. Any Offeror submitting an Offer herein waives any right to object now or at any future time, before any agency or body, including but not limited to, the City Council of the City of Phoenix or any court.

### **19. SOLICITATION TRANSPARENCY POLICY:**

**19.1** Commencing on the date and time a solicitation is published, potential or actual Offerors or respondents (including their representatives) shall only discuss matters associated with the solicitation with the Mayor, any members of City Council, the City Manager, any Deputy City Manager, or any department director directly associated with the solicitation (including in each case their assigned staff, except for the designated procurement officer) at a public meeting, posted under Arizona Statutes, until the resulting contract(s) are awarded to all Offers or responses are rejected and the solicitation is cancelled without any announcement by the Procurement Officer of the City's intent to reissue the same or similar solicitation.

**19.2** As long as the solicitation is not discussed, Offerors may continue to conduct business with the City and discuss business that is unrelated to the solicitation with the City staff. Offerors may not discuss the solicitation with any City employees or evaluation panel members.



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- 19.3** Offerors may discuss their Offer or the solicitation with the Mayor or one or more members of the Phoenix City Council, provided such meetings are scheduled through the Procurement Officer, and are posted as open meetings with the City Clerk at least 24 hours prior to the scheduled meetings. The City Clerk will be responsible for posting the meetings. The posted notice shall identify the participants and the subject matter, as well as invite the public to participate.
- 19.4** With respect to the selection of the successful Offerors, the City Manager and/or City Manager's Office will continue the past practice of exerting no undue influence on the process. In all solicitations of bids and Offers, any direction on the selection from the City Manager and/or City Manager's Office and Department Head (or representative) to the proposal review panel or selecting authority must be provided in writing to all prospective Offerors.
- 19.5** This policy is intended to create a level playing field for all Offerors, assure that contracts are awarded in public, and protect the integrity of the selection process. **OFFERORS THAT VIOLATE THIS POLICY SHALL BE DISQUALIFIED.** After official Notice is received by the City for disqualification, the Offeror may follow the Protest process, unless the Solicitation is cancelled without notice of intent to re-issue.
- 19.6** "To discuss" means any contact by the Offeror, regardless of whether the City responds to the contact. Offerors that violate this policy will be disqualified until the resulting contract(s) are awarded, or all Offers or responses are rejected and the solicitation is cancelled without any announcement by the Procurement Officer of the City's intent to reissue the same or a similar solicitation. The City interprets the policy as continuing through a cancellation of a solicitation until Council award of the Contract, as long as the City cancels with a statement that the City will rebid the solicitation.

## 20. PROTEST PROCESS:

- 20.1** Offeror may protest the contents of a solicitation no later than seven days before the solicitation deadline when the protest is based on an apparent alleged mistake, impropriety, or defect in the solicitation. Protests filed regarding the solicitation may be addressed by an addendum to the solicitation or denied by the City. If denied, the opening and award will proceed unless the City determines that it is in the City's best interests to set new deadlines, amend the solicitation, cancel or re-bid.
- 20.2** Therefore, unless otherwise notified by a formal addendum, the Protester must adhere to all solicitation dates and deadlines, including timely filing of an Offer, regardless of filing a protest.



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**20.3** Offeror may protest an adverse determination issued by the City regarding responsibility and responsiveness, within seven days of the date the Offeror was notified of the adverse determination.

**20.4** Offeror may protest an award recommendation if the Offeror can establish that it had a substantial chance of being awarded the Contract and will be harmed by the recommended award. The City will post recommendations on the City's website to award the contract(s) to an Offeror(s). Offeror must submit award protests within seven days after the posting of the award recommendation, with exceptions only for good cause shown, within the City's full and final discretion.

**20.4** All protests will be in writing, filed with the Procurement Officer identified in the solicitation and include the following:

**20.4.1** Identification of the solicitation number;

**20.4.2** The name, address, and telephone number of the protester;

**20.4.3** A detailed statement describing the legal and factual grounds for the protest, including copies of relevant documents;

**20.4.4** The form of relief requested; and

**20.4.5** The signature of the protester or its authorized representative.

**20.5** The Procurement Officer will render a written decision within a reasonable period after the protest is filed. The City will not request City Council authorization to award this Contract until the protest process is complete. All protests and appeals must be submitted in accordance with the City's Procurement Code, (Phoenix City Code, Ch. 43) and any protests or appeals not submitted within the time requirements will not be considered. Protests must be filed with the Procurement Officer.

**21. PUBLIC RECORD:** All Offers submitted in response to this solicitation will become the property of the City and become a matter of public record available for review pursuant to Arizona State law. If an Offeror believes that a specific section of its Offer response is confidential, the Offeror will isolate the pages marked confidential in a specific and clearly labeled section of its Offer response. An Offeror may request specific information contained within its Offer is treated by the Procurement Officer as confidential provided the Offeror clearly labels the information "confidential." To the extent necessary for the evaluation process, information marked as "confidential" will not be treated as confidential. Once the procurement file becomes available for public inspection, the Procurement Officer will not make any information identified by the Offerors as "confidential" available to the public unless necessary to support the evaluation process or if specifically requested in accordance with applicable public records law. When a public records request for such information is received, the



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Procurement Officer will notify the Offeror in writing of any request to view any portion of its Offer marked “confidential.” The Offeror will have the time set forth in the notice to obtain a court order enjoining such disclosure. If the Offeror does not provide the Procurement Officer with a court order enjoining release of the information during the designated time, the Procurement Officer will make the information requested available for inspection.

**22. LATE OFFERS:** Late Offers must be rejected, except for good cause. If a late Offer is submitted, the Aviation Department will document the date and time of the submittal of the late Offer, keep the Offer and notify the Offeror that its Offer was disqualified for being late.

**23. RIGHT TO DISQUALIFY:** The City reserves the right to disqualify any Offeror who fails to provide information or data requested or who provides materially inaccurate or misleading information or data. The City further reserves the right to disqualify any Offeror on the basis of any real or apparent conflict of interest that is disclosed by the Offeror submitted or any other data or information available to the City. This disqualification is at the sole discretion of the City. By submission of a solicitation response, the Offeror waives any right to object now or at any future time, before any agency or body including, but not limited to, the City Council of the City or any court as to the exercise by the City of such right to disqualify or as to any disqualification by reason of real or apparent conflict of interest determined by the City. The City reserves the right to replace the disqualified Offeror.

**24. SITE VISIT:** Offerors interested in attending the Site Visit must confirm attendance by emailing the Procurement Officer no later than twenty-four (24) hours prior to commencement of Site and include the number of personnel attending. Attendees are required to check in at the lobby front desk. Free parking is available at the Aviation Department Headquarters parking lot. Offerors are not required to attend the Site Visit to participate in this Solicitation, however, submission of an Offer will be prima facie evidence that the Offeror is aware of all conditions affecting performance and Offer prices.

The City reserves the right to change dates, times, and locations as necessary. The City does not always hold a pre-offer conference or Site Visit.

To request a reasonable accommodation or alternative format for any public meeting, please contact the procurement officer, Kyle Brack (kyle.brack@phoenix.gov), no later than two (2) weeks prior to a meeting.

**25. CONTRACT AWARD:** The City reserves the right to award a contract by individual line items, by group, all or none, or any other combination most advantageous to the City. The City reserves the right to multiple award.



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**26. EVALUATION OF COMPETITIVE SEALED OFFERS:** The City will use its discretion in applying the following processes to this solicitation. Any ties in scoring will be resolved with a best and final price request and the lowest price will prevail.

**27. DETERMINING RESPONSIVENESS AND RESPONSIBILITY:**

**27.1** Offers will be reviewed for documentation of Minimum Qualifications, completeness, and compliance with the Solicitation requirements. The City reserves sole discretion to determine responsiveness and responsibility.

**27.2** Responsiveness: Non-responsive Offers will not be considered in the evaluation process. The solicitation states criteria that determine responsiveness, and the solicitation includes terms and conditions that if included or excluded from Offers (as the case may be) will render an Offer non-responsive.

**27.3** Exceptions, conditions, reservations, or understandings are presumed to be unacceptable, and an Offer that includes unacceptable exceptions, conditions, reservations, or understandings may be rejected as non-responsive. Alternatively, the City in its sole discretion may instruct in writing that any Offeror remove the conditions, exceptions, reservations, or understandings. If the Offeror fails to do so in writing, the City may determine the Offer to be non-responsive.

**27.4** Responsibility: To obtain true economy, the City must conduct solicitations to minimize the possibility of a subsequent default by the Contractor, late deliveries, or other unsatisfactory performance that may result in additional administrative costs. It is important that the Offeror be a responsible contractor. Responsibility includes the Offeror's integrity, skill, capacity, experience, and facilities for conducting the work to be performed.

**27.5** The Procurement Officer will review each Offer to determine if the Offeror is responsible. The City's determination as to whether an Offeror is responsible will be based on all information furnished by the Offeror, interviews (if any), and information received from Offeror's references, including information about Offeror's history, terminations for convenience or cause, contract breach lawsuits or notices of claim and any other sources the City deems appropriate. Award of the Contract resulting from the solicitation will not be made until any necessary investigation, which each Offeror agrees to permit by submitting its Offer, is made by the City as it deems necessary. A review of responsibility may occur up to Contract award.

**27.6** The Offeror's unreasonable failure to promptly supply information about an inquiry with respect to responsibility may be grounds for a determination of non-responsibility with respect to such Offeror.





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**28. DETAILED EVALUATION OF OFFERS AND DETERMINATION OF COMPETITIVE RANGE:** During deliberations, the Evaluation Panel will reach a consensus score for each evaluation criterion except price. The Procurement Officer will score the price, which will be added to the overall consensus score. The overall consensus scores will determine the Offerors' rankings, and which Offers are within the Competitive Range, when appropriate.

**29. OFFERS NOT WITHIN THE COMPETITIVE RANGE:** The City may notify Offerors of Offers that the City determined are not in the Competitive Range.

**30. DISCUSSIONS WITH OFFERORS IN THE COMPETITIVE RANGE:**

**30.1** The City will notify each Offeror whose Offer is in the Competitive Range or made the 'short list' and provide in writing any questions or requests for clarification to the Offeror. Each Offeror so notified may be interviewed by the City and asked to discuss answers to written or oral questions or provide clarifications to any facet of its Offer. The Offerors in the competitive range may be required to provide a demonstration of their product.

**30.2** Demonstrations - Offerors in the competitive range may be invited to construct a hands-on sample or presentation of their solution at the City. In addition, each finalist may prepare and deliver a presentation of their proposed solution based on the script developed by the evaluation panel. The City may also require a hands-on lab demonstration designed specifically for the evaluation panel. The results of the surveys will be tabulated and delivered to the evaluation team for the final review and solution selection session(s).

**30.3** If an Offer in the Competitive Range contains conditions, exceptions, reservations, or understandings to or about any Contract or Solicitation Scope requirement, the City may discuss or negotiate the conditions, exceptions, reservations, or understandings during these meetings. But the City in its sole discretion may reject any and all conditions, exceptions, reservations and understandings, and the City may instruct any Offeror to remove the conditions, exceptions, reservations, or understandings. If the Offeror fails to do so, the City may determine the Offer is non-responsive, and the City may revoke its determination that the Offer is in the Competitive Range.

**30.4** To the fullest extent permitted by law, the City will not provide any information, financial or otherwise, to any Offeror about other Offers received in response to this solicitation. During discussions with Offerors in the Competitive Range, the City will not give Offerors specific prices or specific financial requirements that Offerors must meet to qualify for further consideration. The City may state that proposed prices are too high with respect to the marketplace or otherwise unacceptable. Offerors will not be told of their relative rankings before Contract award.



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### **31. BEST AND FINAL OFFERS (BAFO):**

- 31.1** A BAFO is an option available for negotiations. Each Offeror in the Competitive Range, which is determined in the City's sole discretion, may be afforded the opportunity to amend its Offer and make one BAFO.
- 31.2** If an Offeror's BAFO modifies its initial Offer, the modifications must be identified in the BAFO. The City will evaluate BAFOs based on the same requirements and criteria applicable to initial Offers. The City will adjust appropriately the initial scores for criteria that have been affected by Offer modifications made by a BAFO. Based on the criteria defined in the solicitation as weighted, the City will then perform final scoring and prepare final rankings.
- 31.3** The Evaluation Panel will recommend the Offer that is the best value and most advantageous to the City based on the evaluation criteria.
- 31.4** The City reserves the right to make an award to an Offeror whose Offer is the highest rated, best value, and most advantageous to the City based on the evaluation criteria, without conducting written or oral discussions with any Offeror, without negotiations, and without soliciting BAFOs.



## SECTION II – STANDARD TERMS AND CONDITIONS

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### SECTION II – STANDARD TERMS AND CONDITIONS

#### 1. DEFINITION OF KEY WORDS USED IN THE SOLICITATION:

- Shall, Will, Must:** Indicates a mandatory requirement. Failure to meet these mandatory requirements may result in the rejection of Offer as non-responsive.
- Should:** Indicates something that is recommended but not mandatory. If the Contractor fails to provide recommended information, the City may, at its sole option, ask the Contractor to provide the information or evaluate the offer without the information.
- May:** Indicates something that is not mandatory but permissible.

For purposes of this solicitation, the following definitions will apply:

- "A.R.S." Arizona Revised Statute
- "Buyer" or "Procurement Officer" City of Phoenix staff person responsible for the solicitation. The City employee or employees who have specifically been designated to act as a contact person or persons to the Contractor, and responsible for monitoring and overseeing the Contractor's performance under this Contract.
- "City" The City of Phoenix
- "Contractor" The individual, partnership, or corporation who, as a result of the competitive process, is awarded a Contract by the City of Phoenix.
- "Contract" or "Agreement" The legal agreement executed between the City of Phoenix, AZ and the Contractor.
- "Days" Means calendar days unless otherwise specified.
- "Aviation Director" or "Deputy Aviation Director" The contracting authority for the City of Phoenix, AZ, authorized to sign contracts and amendments thereto on behalf of the City of Phoenix, AZ.



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“Employer”	Any individual or type of organization that transacts business in this state, that has a license issued by an agency in this state and employs one or more employees in this state. Employer includes this state, any political subdivision of this state and self-employed persons. In the case of an independent contractor, employer means the independent contractor and does not mean the person or organization that uses contract labor. (A.R.S. 23-211).
“Good Cause”	Substantial grounds or evidence based upon facts in dispute as determined by the Procurement Officer that the failure by an aggrieved party an Offeror or a respondent to submit a timely Offer response protest or appeal was beyond its control due to misinformation relayed in writing by a City employee.
“Offer”	Means a response from a supplier, contractor, or service provider to a solicitation request that, if awarded, binds the supplier, contractor, or service provider to perform in accordance with this Contract. Same as bid, proposal, quotation or tender.
“Offeror”	Any Vendor, Seller or Supplier submitting a competitive Offer in response to a solicitation from the City. Same as Bidder or Proposer.
“Solicitation”	Means an Invitation for Bid (IFB), Request for Proposal (RFP), Request for Quotations (RFQ), Request for Qualifications (RFQu) and request for sealed bids, or any other type of formal procurement which the City makes public through advertising, mailings, or some other method of communication. It is the process by which the City seeks information, proposals, bids, or quotes from suppliers.
“Suppliers”	Firms, entities, or individuals furnishing goods or services to the City.
“Vendor or Seller”	A seller of goods or services.



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### 2. CONTRACT INTERPRETATION:

**2.1. APPLICABLE LAW:** This Contract will be governed by the law of the State of Arizona, and suits pertaining to this Contract will be brought only in federal or state courts in Maricopa County, Arizona.

**2.2. CONTRACT ORDER OF PRECEDENCE:** In the event of a conflict in the provisions of the Contract, as accepted by the City and as they may be amended, the following will prevail in the order set forth below:

**2.2.1.** Federal terms and conditions, if any

**2.2.2.** Special terms and conditions

**2.2.3.** Standard terms and conditions

**2.2.4.** Amendments

**2.2.5.** Statement or scope of work

**2.2.6.** Specifications

**2.2.7.** Attachments

**2.2.8.** Submittals

**2.2.9.** Exhibits

**2.2.10.** Instructions to Contractors

**2.2.11.** Other documents referenced or included in the Solicitation

**2.3. ORGANIZATION – EMPLOYMENT DISCLAIMER:** The Contract resulting hereunder is not intended to constitute, create, give rise to or otherwise recognize a joint venture agreement or relationship, partnership or formal business organization of any kind, and the rights and obligations of the parties will be only those expressly set forth in the agreement. The parties agree that no persons supplied by the Contractor in the performance of Contractor's obligations under the agreement are considered to be City's employees and that no rights of City civil service, retirement or personnel rules accrue to such persons. The Contractor will have total responsibility for all salaries, wage bonuses, retirement, withholdings, workmen's compensation, occupational disease compensation, unemployment compensation, other employee benefits and all taxes and premiums appurtenant thereto concerning such persons, and will save and hold the City harmless with respect thereto.

**2.4. SEVERABILITY:** The provisions of this Contract are severable to the extent that any provision or application held to be invalid will not affect any other provision or application of this Contract which may remain in effect without the invalid provision or application.

**2.5. NON-WAIVER OF LIABILITY:** The City as a public entity supported by tax monies, in execution of its public trust, cannot agree to waive any lawful or legitimate right to recover monies lawfully due it. Therefore, any Contractor agrees that it will not insist upon or demand any statement whereby the City agrees to limit in advance or



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waive any right the City might have to recover actual lawful damages in any court of law under applicable Arizona law.

**2.6. PAROL EVIDENCE:** This Contract is intended by the parties as a final expression of their agreement and is intended also as a complete and exclusive statement of the terms of this Contract. No course of prior dealings between the parties and no usage in the trade will be relevant to supplement or explain any term used in this Contract. Acceptance or acquiescence in a course of performance rendered under this Contract will not be relevant to determine the meaning of this Contract even though the accepting or acquiescing party has knowledge of the nature of the performance and opportunity to object.

### **3. CONTRACT ADMINISTRATION AND OPERATION:**

**3.1. RECORDS:** All books, accounts, reports, files, and other records relating to this Contract will be subject at all reasonable times to inspection and audit by the City for five years after completion of this Contract. Such records will be produced at a City office as designated by the City. Confidentiality will be maintained, and City will not violate any proprietary or other confidentiality agreements Offeror has in place.

**3.2. DISCRIMINATION PROHIBITED:** Contractor agrees to abide by the provisions of the Phoenix City Code Chapter 18, Article V as amended.

Any contractor, in performing under this Contract, will not discriminate against any worker, employee or applicant, or any member of the public, because of race, color, religion, sex, national origin, age or disability nor otherwise commit an unfair employment practice. The supplier and/or lessee will take action to ensure that applicants are employed, and employees are dealt with during employment without regard to their race, color, religion, sex, or national origin, age or disability and adhere to a policy to pay equal compensation to men and women who perform jobs that require substantially equal skill, effort and responsibility, and that are performed within the same establishment under similar working conditions. Such action will include but not be limited to the following: Employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff, or termination; rates of pay or other forms of compensation; and selection for training; including apprenticeship. The supplier further agrees that this clause will be incorporated in all subcontracts with all labor organizations furnishing skilled, unskilled, and union labor, or who may perform any such labor or services in connection with this Contract. Contractor further agrees that this clause will be incorporated in all subcontracts, job-contractor agreements or subleases of this Contract entered into by supplier/lessee.

**3.3. EQUAL EMPLOYMENT OPPORTUNITY AND PAY:** In order to do business with the City, Contractor must comply with Phoenix City Code, 1969, Chapter 18, Article V, as amended, Equal Employment Opportunity Requirements. Contractor will



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direct any questions in regard to these requirements to the Equal Opportunity Department, (602) 262-6790.

**For a Contractor with 35 employees or fewer:** Contractor in performing under this Contract shall not discriminate against any worker, employee or applicant, or any member of the public, because of race, color, religion, sex, national origin, age, or disability, nor otherwise commit an unfair employment practice. The Contractor will ensure that applicants are employed, and employees are dealt with during employment without regard to their race, color, religion, sex, national origin, age, or disability. Such action shall include but not be limited to the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff, or termination; rates of pay or other forms of compensation; and selection for training; including apprenticeship. The Contractor further agrees that this clause will be incorporated in all subcontracts related to this Contract that involve furnishing skilled, unskilled, and union labor, or who may perform any such labor or services in connection with this Contract. Contractor further agrees that this clause will be incorporated in all subcontracts, Contractor agreements or subleases of this Contract entered into by supplier/lessee.

**For a Contractor with more than 35 employees:** Contractor in performing under this Contract shall not discriminate against any worker, employee or applicant, or any member of the public, because of race, color, religion, sex, national origin, age, or disability, nor otherwise commit an unfair employment practice. The Contractor will ensure that applicants are employed, and employees are dealt with during employment without regard to their race, color, religion, sex, national origin, age, or disability, and shall adhere to a policy to pay equal compensation to men and women who perform jobs that require substantially equal skill, effort, and responsibility, and that are performed within the same establishment under similar working conditions. Such action shall include but not be limited to the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff, or termination; rates of pay or other forms of compensation; and selection for training; including apprenticeship. The Contractor further agrees that this clause will be incorporated in all subcontracts with all labor organizations furnishing skilled, unskilled, and union labor, or who may perform any such labor or services in connection with this Contract. Contractor further agrees that this clause will be incorporated in all subcontracts, job-Contractor agreements or subleases of this Contract entered into by supplier/lessee. The Contractor further agrees not to discriminate against any worker, employee or applicant, or any member of the public, because of sexual orientation or gender identity or expression and shall ensure that applicants are employed, and employees are dealt with during employment without regard to their sexual orientation or gender identity or expression.



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**3.3.3** Documentation: Suppliers and lessees may be required to provide additional documentation to the Equal Opportunity Department affirming that a nondiscriminatory policy is being utilized.

**3.3.4** Monitoring: The Equal Opportunity Department shall monitor the employment policies and practices of suppliers and lessees subject to this article as deemed necessary. The Equal Opportunity Department is authorized to conduct on-site compliance reviews of selected firms, which may include an audit of personnel and payroll records, if necessary.

**3.4. LEGAL WORKER REQUIREMENTS:** The City is prohibited by A.R.S. § 41-4401 from awarding a contract to any Offeror who fails, or whose subcontractors fail, to comply with A.R.S. § 23-214(A). Therefore, Contractor agrees that:

**3.4.1.** Contractor and each subcontractor it uses warrants their compliance with all federal immigration laws and regulations that relate to their employees and their compliance with A.R.S. § 23-214, subsection A.

**3.4.2.** A breach of a warranty under paragraph 1 will be deemed a material breach of this Contract that is subject to penalties up to and including termination of this Contract.

**3.4.3.** The City retains the legal right to inspect the papers of any Contractor or subcontractor employee who works on this Contract to ensure that the Contractor or subcontractor is complying with the warranty under paragraph 1.

**3.5. HEALTH, ENVIRONMENTAL AND SAFETY REQUIREMENTS:** The Contractor's products, services and facilities will be in full compliance with all applicable federal, state, and local health, environmental and safety laws, regulations, standards, codes and ordinances, regardless of whether or not they are referred to by the City.

At the request of City representatives, the Contractor will provide the City:

**3.5.1.** Environmental, safety and health regulatory compliance documents (written safety programs, training records, permits, etc.) applicable to services provided by the Contractor in this Contract.

**3.5.2.** A list of all federal, state, or local (EPA, OSHA, Maricopa County, etc.) citations or notice of violations issued against their firm or their subcontractors including dates, reasons, dispositions, and resolutions.

The City will have the right, but not the obligation to inspect the facilities, transportation vehicles or vessels, containers and disposal facilities provided by the Contractor or subcontractor. The City will also have the right to inspect operations conducted by the Contractor or subcontractor in the performance of this Contract. The City further reserves the right to make unannounced inspections of the Contractor's facilities (during normal business hours).





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**3.6. COMPLIANCE WITH LAWS:** Contractor agrees to fully observe and comply with all applicable federal, state, and local laws, regulations, standards, codes, and ordinances when performing under this Contract regardless of whether they are being referred to by the City. Contractor agrees to permit City inspection of Contractor's business records, including personnel records to verify any such compliance. Because the contractor will be acting as an independent contractor, the City assumes no responsibility for the Contractor's acts. Contractor shall comply with the provisions of the **Supplemental Terms and Conditions to All Airport Agreements** attached, marked **Exhibit A**, and incorporated herein by this reference.

**3.7. LAWFUL PRESENCE REQUIREMENT:** Pursuant to A.R.S. §§ 1-501 and -502, the City is prohibited from awarding a contract to any natural person who cannot establish that he or she is lawfully present in the United States. In order to establish lawful presence, this person must produce qualifying identification and sign a City-provided affidavit affirming that the identification provided is genuine. This requirement will be imposed at the time of Contract award. In the event the prevailing responder is unable to satisfy this requirement, the City will offer the award to the next-highest scoring responder. The law does not apply to fictitious entities such as corporations, partnerships, and limited liability companies

**3.8. CONTINUATION DURING DISPUTES:** Contractor agrees that notwithstanding the existence of any dispute between the parties, insofar as is possible, under the terms of this Contract, the Contractor will continue to perform the obligations required of Contractor during the continuation of any such dispute unless enjoined or prohibited by an Arizona Court of competent jurisdiction.

**3.9. EMERGENCY PURCHASES:** The City reserves the right to purchase from other sources those items which are required on an emergency basis and cannot be supplied immediately from stock by the Contractor.

#### 4. COSTS AND PAYMENTS:

**4.1. GENERAL:** Any prompt payment terms offered must be clearly noted by the Contractor on all invoices submitted to the City for the payment of goods or services received. The City will make every effort to process payment for the purchase of material or services within thirty to forty-five calendar days after receipt of a correct invoice, unless a good faith dispute exists to any obligation to pay all or a portion of the account. Payment terms are specified in the Offer.

**4.2. PAYMENT DEDUCTION OFFSET PROVISION:** Contractor acknowledges that the City Charter requires that no payment be made to any Contractor as long as there is an outstanding obligation due to the City. Contractor agrees that any obligation it owes to the City will be offset against any payment due to the Contractor from the City.



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**4.3. LATE SUBMISSION OF CLAIM BY CONTRACTOR:** The City will not honor any invoices or claims which are tendered one year after the last item of the account accrued.

**4.4. DISCOUNTS:** Payment discounts will be computed from the date of receiving acceptable products, materials and/or services or correct invoice, whichever is later to the date payment is mailed.

**4.5. NO ADVANCE PAYMENTS:** Advance payments are not authorized. Payment will be made only for actual services or commodities that have been received, unless addressed specifically in the Scope of work for subscription services.

**4.6. FUND APPROPRIATION CONTINGENCY:** The Offeror recognizes that any agreement entered into will commence upon the day first provided and continue in full force and effect until termination in accordance with its provisions. The Offeror and the City herein recognize that the continuation of any contract after the close of any given fiscal year of the City, which ends on June 30th of each year, will be subject to the approval of the budget of the City providing for or covering such contract item as an expenditure therein. The City does not represent that said budget item will be actually adopted, said determination being the determination of the City Council at the time of the adoption of the budget.

**4.7. MAXIMUM PRICES:** The City will not be invoiced at prices higher than those stated in any Contract resulting from this Offer. Contractor certifies, by signing this Offer that the prices offered are no higher than the lowest price the Contractor charges other buyers for similar quantities under similar conditions, as applicable and shown by quotes for like services and goods. Contractor further agrees that any reductions in the price of the goods or services covered by this Offer and occurring after award will apply to the undelivered balance. The Contractor will promptly notify the City of such price reductions.

### 5. CONTRACT CHANGES:

**5.1. CONTRACT AMENDMENTS:** Contracts will be modified only by a written contract amendment signed persons duly authorized to enter into contracts on behalf of the Contractor. No verbal agreement or conversation with any officer, agent, or employee of the City either before or after execution of this Contract, will affect or modify any of the terms or obligations contained or to be contained in this Contract. Any such verbal agreements or conversation shall be considered as unofficial information and in no way binding upon the City or the Contractor. All agreements shall be in writing and Contract changes shall be by written amendment signed by both parties.

**5.2. ASSIGNMENT - DELEGATION:** No right or interest in this Contract nor monies due hereunder will be assigned in whole or in part without written permission of the City,



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and no delegation of any duty of Contractor will be made without prior written permission of the City, which may be withheld for good cause. Any assignment or delegation made in violation of this section will be void.

**5.3. NON-EXCLUSIVE CONTRACT:** Any contract resulting from this solicitation will be awarded with the understanding and agreement that it is for the sole convenience of the City. The City reserves the right to obtain like goods or services from another source when necessary.

### 6. RISK OF LOSS AND LIABILITY:

**6.1. TITLE AND RISK OF LOSS:** The title and risk of loss of material or service will not pass to the City until the City actually receives the material or service at the point of delivery; and such loss, injury, or destruction will not release seller from any obligation hereunder.

**6.2. ACCEPTANCE:** All material or service is subject to final inspection and acceptance by the City. Material or service failing to conform to the specifications of this Contract will be held at Contractor's risk and may be returned to the Contractor. If so returned, all costs are the responsibility of the Contractor. Noncompliance will conform to the cancellation clause set forth in this document.

**6.3. FORCE MAJEURE:** Except for payment of sums due, neither party will be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force majeure. The term "force majeure" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Force majeure will not include late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this force majeure term and condition.

If either party is delayed at any time in the progress of the work by force majeure, the delayed party will notify the other party in writing of such delay, as soon as is practical, of the commencement thereof and will specify the causes of such delay in such notice. Such notice will be hand-delivered or mailed certified-return receipt and will make a specific reference to this provision, thereby invoking its provisions. The delayed party will cause such delay to cease as soon as practicable and will notify the other party in writing when it has done so. The time of completion will be extended by contract modification for a period of time equal to the time that results or effects of such delay prevent the delayed party from performing in accordance with this Contract.

**6.4. LOSS OF MATERIALS:** The City does not assume any responsibility, at any time, for the protection of or for loss of materials, from the time that the Contract operations have commenced until the final acceptance of the work by the project manager.



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**6.5. CONTRACT PERFORMANCE:** Contractor will furnish all necessary labor, tools, equipment, and supplies to perform the required services at the City facilities designated, unless otherwise specifically addressed in the scope, or elsewhere in this Contract. The City's authorized representative will decide all questions which may arise as to the quality and acceptability of any work performed under this Contract. If, in the opinion of the City's authorized representative, performance becomes unsatisfactory, the City will notify the Contractor.

The Contractor will have 30 days from that time to correct any specific instances of unsatisfactory performance unless a different amount of time is specified in the agreement. In the event the unsatisfactory performance is not corrected within the time specified, the City will have the immediate right to complete the work to its satisfaction and will deduct the cost to cover from any balances due or to become due the Contractor. Repeated incidences of unsatisfactory performance may result in cancellation of the agreement for default.

**6.6. DAMAGE TO CITY PROPERTY:** Contractor will perform all work so that no damage to the building or grounds results. Contractor will repair any damage caused to the satisfaction of the City at no cost to the City.

Contractor will take care to avoid damage to adjacent finished materials that are to remain. If finished materials are damaged, Contractor will repair and finish to match existing material as approved by the City at Contractor's expense.

### 7. CITY'S CONTRACTUAL RIGHTS:

**7.1.** Whenever one party to this Contract in good faith has reason to question the other party's intent to perform, the former party may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made, and no written assurance is given within five days, the demanding party may treat this failure as an anticipatory repudiation of this Contract.

**7.2. NON-EXCLUSIVE REMEDIES:** The rights and remedies of the City under this Contract are non-exclusive.

**7.3. DEFAULT IN ONE INSTALLMENT TO CONSTITUTE BREACH:** Each installment or lot of the agreement is dependent on every other installment or lot and a delivery of non-conforming goods or a default of any nature under one installment or lot will impair the value of the whole agreement and constitutes a total breach of the agreement as a whole.

**7.4. ON TIME DELIVERY:** Because the City is providing services which involve health, safety and welfare of the general public, delivery time is of the essence. Delivery must be made in accordance with the delivery schedule promised by the Contractor.



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**7.5. DEFAULT:** In case of default by the Contractor, the City may, by written notice, cancel this Contract and repurchase from another source and may recover the excess costs by (1) deduction from an unpaid balance due; (2) collection against the bid and/or performance bond, or (3) a combination of the aforementioned remedies or other remedies as provided by law.

**7.6. COVENANT AGAINST CONTINGENT FEES:** Seller warrants that no person or selling agent has been employed or retained to solicit or secure this Contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employers or bona fide established commercial or selling agencies maintained by the seller for the purpose of securing business. For breach or violation of this warranty, the City will have the right to annul this Contract without liability or in its discretion to deduct from the Contract price a consideration, or otherwise recover the full amount of such commission, brokerage, or contingent fee.

**7.7. COST JUSTIFICATION:** In the event only one response is received, the City may require that the Contractor submit a cost proposal in sufficient detail for the City to perform a cost/price analysis to determine if the Offer price is fair and reasonable.

**7.8. WORK PRODUCT, EQUIPMENT AND MATERIALS:** All work product, equipment, or materials created or purchased under this Contract belongs to the City and must be delivered to the City at City's request upon termination of this Contract. Contractor agrees to assign to City all rights and interests Contractor may have in materials prepared under this Contract that are "works for hire" within the meaning of the copyright laws of the United States, including any right to derivative use of the material.

### **8. CONTRACT TERMINATION:**

**8.1. GRATUITIES:** The City may, by written notice to the Contractor, cancel this Contract if it is found that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City making any determinations with respect to the performing of this Contract. If this Contract is canceled by the City pursuant to this provision, the City will be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity.

### **8.2. CONDITIONS AND CAUSES FOR TERMINATION:**

**8.2.1** This Contract may be terminated at any time by mutual written consent, or by the City, with or without cause, upon giving thirty-day written notice to Contractor. The City at its convenience, by written notice, may terminate this Contract, in whole or in part. If this Contract is terminated, the City will be liable only for payment under the payment provisions of this Contract for services rendered and accepted material received by the City before the effective date



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of termination. Title to all materials, work-in-process and completed but undeliverable goods, will pass to the City after costs are claimed and allowed. The Seller will submit detailed cost claims in an acceptable manner and will permit the City to examine such books and records as may be necessary in order to verify the reasonableness of any claims.

**8.2.2** The City reserves the right to cancel the whole or any part of this Contract due to failure of Contractor to carry out any term, promise, or condition of this Contract. The City will issue a written notice of default to Contractor for acting or failing to act as in any of the following:

- In the opinion of the City, Contractor provides personnel who do not meet the requirements of this Contract;
- In the opinion of the City, Contractor fails to perform adequately the stipulations, conditions or services/specifications required in this Contract;
- In the opinion of the City, Contractor attempts to impose on the City personnel or materials, products, or workmanship, which is of an unacceptable quality.
- Contractor fails to furnish the required service and/or product within the time stipulated in this Contract;
- In the opinion of the City, Contractor fails to make progress in the performance of the requirements of this Contract and/or give the City a positive indication that Contractor will not or cannot perform to the requirements of this Contract.

**9. CONTRACT CANCELLATION:** All parties acknowledge that this Contract is subject to cancellation by the City of Phoenix pursuant to the provision of Section 38-511, Arizona Revised Statutes.

**10.STATE AND LOCAL TRANSACTION PRIVILEGE TAXES:** In accordance with applicable state and local law, transaction privilege taxes may be applicable to this transaction. The state and local transaction privilege (sales) tax burden and legal liability to remit taxes are on the Offeror that is conducting business in Arizona and the City of Phoenix. Any failure by the Contractor to collect applicable taxes from the City will not relieve the Contractor from its obligation to remit taxes. It is the responsibility of the prospective bidder to determine any applicable taxes. The City will look at the price or offer submitted and will not deduct, add, or alter pricing based on speculation or application of any taxes, nor will the City provide advice or guidance. If you have questions regarding your tax liability, please seek advice from a tax professional prior to submitting your offer. You may also find information at <https://www.phoenix.gov/finance/plt> or <https://www.azdor.gov/Business.aspx>. Once your offer is submitted, the Offer is valid for the time specified in this Solicitation, regardless of mistake or omission of tax liability. If the City finds over payment of a project due to tax consideration that was not due, the Contractor will be liable to the City for that amount,



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and by contracting with the City, the Contractor agrees to remit any overpayments back to the City for miscalculations on taxes included in an offer price.

- 11. TAX INDEMNIFICATION:** Contractor will pay all federal, state, and local taxes applicable to its operation and any persons employed by the Contractor and require the same of all subcontractors. Contractor will hold the City harmless from any responsibility for taxes, damages and interest, if applicable, contributions required under federal, and/or state and local laws and regulations and any other costs including transaction privilege taxes, unemployment compensation insurance, Social Security and Worker's Compensation, and require the same of all subcontractors.
- 12. TAX RESPONSIBILITY QUALIFICATION:** Contractor may be required to establish, to the satisfaction of City, that any and all fees and taxes due to the City or the State of Arizona for any License or Transaction Privilege taxes, Use Taxes or similar excise taxes, are currently paid (except for matters under legal protest). Contractor agrees to a waiver of the confidentiality provisions contained in the City Finance Code and any similar confidentiality provisions contained in Arizona statutes relative to State Transaction Privilege Taxes or Use Taxes. Contractor agrees to provide written authorization to the City Finance Department and to the Arizona State Department of Revenue to release tax information relative to Arizona Transaction Privilege Taxes or Arizona Use Taxes in order to assist the Aviation Department in evaluating Contractor's qualifications for and compliance with this Contract for duration of the term of this Contract.
- 13. ATTORNEY FEES:** In any contested action related to or arising out of this Contract, the prevailing party shall recover its attorney fees, court costs, and other expenses from the other party. Where there are no competing claims, "prevailing party" means the party that substantially obtained the relief sought. Where there are competing claims, the prevailing party is the net winner or the party who prevailed in a totality of the litigation.
- 14. HEADINGS:** Headings for articles, sections, and paragraphs are for reference only and do not limit the content or scope of any provision of this Contract.
- 15. NATIONAL EMERGENCY:** This Contract is subject to the right of the United States to control, operate, and regulate the Airport and to use of the Airport during the time of war or national emergency.
- 16. NO IMPAIRMENT OF TITLE:** Contractor and its agents, employees, and contractors shall not cause or allow any person or entity to cause any lien, cloud, charge, or encumbrance to be filed, recorded, or imposed on the Airport or any portion thereof.
- 17. NO PERSONAL LIABILITY:** The City's officers, officials, agents, and employees are not personally liable to Contractor for any default or breach of this Contract by the City, are not liable for any amount that may become due to Contractor, and are not obligated to perform under any provision of this Contract.



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- 18. SUCCESSORS AND ASSIGNS:** This Contract binds the parties and their owners, officers, directors, managers, members, agents, employees, representatives, trustees, executors, personal representatives, and successors.
- 19. TERMINATION FOR NON-APPROPRIATION OF FUNDS:** This Contract is contingent on the appropriation of adequate funds by the Phoenix City Council for each fiscal year during the term of this Contract. If adequate funds are not appropriated, then this Contract shall terminate on June 30 of the last fiscal year for which funds were appropriated. The termination shall be without penalty or any liability by the City.
- 20. BREACH AND REMEDIES FOR BREACH:** The occurrence of any of the following events shall be deemed a material breach of this Contract by Contractor:
- Contractor fails to pay any amount when due and the failure continues for ten (10) days after notice from the City.
  - Except for the non-monetary events of breach listed below, Contractor fails to perform any non-monetary obligation under this Contract and the failure continues for ten (10) days after notice from the City.
  - Contractor fails to procure and maintain the insurance coverages required under this Contract and the failure continues for one (1) day after notice from the City.
  - Contractor breaches any other lease, contract, agreement, or permit it has with the City.
  - Contractor files a voluntary petition in bankruptcy; is adjudicated bankrupt or insolvent; takes the benefit of any law applicable to bankrupt or insolvent debtors; files a petition or action seeking reorganization, arrangement, composition, readjustment, liquidation, dissolution, or similar relief; seeks or acquiesces to the appointment of a trustee, receiver, or liquidator of all or a substantial part of Contractor's assets; or makes any general assignment for the benefit of creditors.
  - Contractor violates any federal, state, or local law, rule, regulation, or ordinance related to this Contract and the violation continues for ten (10) days after notice from the City.

Upon the occurrence of any breach by Contractor, the City may elect to do any or all the following at one time or over a period of time:

- File a civil action or actions to, among other things, enforce this Contract and recover all amounts due, all attorney fees, court costs, and other expenses incurred.
- Exercise any and all remedies allowed at law or in equity.
- Recover all attorney fees, court costs, and other expenses incurred, whether or not a civil action or other judicial proceeding is filed.

The City's exercise of any remedy does not terminate and shall not be construed to terminate this Contract. Termination of this Contract must be evidenced by a writing signed by the City for that purpose. The foregoing list of remedies is not exhaustive, and





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the rights and remedies of the City under this Contract are non-exclusive.

- 21. CLAIMS AGAINST THE CITY:** Contractor shall comply with the procedures set forth in Chapter XVIII, § 14 of the Charter of the City of Phoenix (claims or demands against the City) and A.R.S. § 12-821 and § 12-821.01 (notice of claim statutes) for presenting claims or demands against the City. Nothing in this Contract constitutes a contractual term that requires a dispute resolution process, an administrative claims process, or review process, as those terms are used in A.R.S. § 12-821.01(C), so as to affect the date on which a cause of action accrues under A.R.S. § 12-821.01(A) and (B).
- 22. DELINQUENT ACCOUNT FEE:** Any amount that is not paid by Contractor when due is deemed delinquent. If the delinquent amount remains unpaid for ten (10) days, then a delinquent account fee of eighteen percent (18%) per annum shall be assessed according to Phoenix City Code § 4-7. Delinquent account fees shall be computed and accrued on a daily basis and assessed until the account balance, including delinquent account fees, is paid in full. Delinquent account fees are due from Contractor upon demand by the City.
- 23. ENTIRE AGREEMENT:** This Contract constitutes the entire agreement between the parties and supersedes all prior written and oral agreements, understandings, discussions, proposals, negotiations, communications, representations, and correspondence related to this Contract. The parties are not bound by any obligation not provided for in this Contract. Contractor certifies that it was not induced to enter into this Contract by any misrepresentation, undue influence, or coercion by the City or any of its officers, officials, agents, or employees. The Exhibits attached to this Contract are material parts of this Contract and are incorporated herein by this reference.
- 24. FAIR INTERPRETATION:** Contractor agrees that the rule that ambiguous or vague language in a contract is construed against the drafter is waived and does not apply to this Contract. Contractor agrees that this Contract shall be interpreted fairly and not against the City simply because the City drafted this Contract.
- 25. NO THIRD-PARTY BENEFICIARIES:** Except as expressly provided in this Contract, nothing contained herein creates or may be construed to create any right or privilege in any person or entity that is not a party to this Contract.
- 26. NOTICE:** All notices, consents, approvals, and other communications (notices) between the City and Contractor that are required to be given under this Contract shall be in writing and given by (A) personal delivery, (B) email with return receipt requested (read receipt), (C) facsimile transmittal with delivery confirmation, (D) prepaid delivery to any commercial air courier or express delivery service, or (E) registered or certified mail, postage prepaid and return receipt requested, through the United States Postal Service.

Notices to the City shall be sent to:



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City of Phoenix Aviation Department  
Headquarters Building  
ATTN: Contracts & Services Division  
2485 East Buckeye Road  
Phoenix, Arizona 85034  
Facsimile: 602-273-2080

City of Phoenix Aviation Department  
Headquarters Building  
ATTN: Kelly Scali  
Operations Division  
2485 East Buckeye Road  
Phoenix, AZ 85034

Notice to Contractor shall be sent to the person at the mailing address, email address, or fax number listed by Contractor in its Offer in Section VI – Submittals of this Contract.

Notice given in compliance with this Section is deemed received (A) on the day it is personally delivered, (B) on the day it is sent by email, (C) on the day it is sent by facsimile transmittal, (D) two (2) days after it is deposited with any commercial air courier or express delivery service, or (E) five (5) days after it is sent by registered or certified mail as provided above. Any time period stated in a notice shall commence on the date the notice is deemed received. Actual receipt is not required.

If notice is sent by email or facsimile transmittal, then a paper copy shall be sent by prepaid regular first-class mail through the United States Postal Service to the Party at the address listed above. Duplicate notice is merely a courtesy and does not change or extend the effective date of the notice. The failure to receive the duplicate notice does not affect the validity of the notice sent by email or facsimile transmittal.

**27. TITLE VI SOLICITATION NOTICE:** The City, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that for any contract entered into pursuant to this advertisement, disadvantaged business enterprises, and airport concession disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.



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### SECTION III – SPECIAL TERMS AND CONDITIONS

1. **TERM OF CONTRACT:** The term of this Contract will commence on or about March 1, 2023 and continue for a period of three (3) years thereafter. This Contract includes two (2) one-year options to extend the term, which may be exercised at the sole discretion of the City.
2. **PRICE:** All prices submitted shall be firm and fixed for the initial year of this Contract. Thereafter, price increases will be considered annually provided the adjustments are submitted in writing with 30 days' notice to the Procurement Officer. Price increase requests shall be accompanied with written documentation to support the increase, such as a letter from the manufacturer, published price index, applicable change in law, etc. Price decrease requests do not require supporting documentation and are allowed at any time during the Contract term.

The City will be the sole judge in determining the allowable increase amount. Price increases agreed to by any staff other than the Deputy Aviation Director or Aviation Director are invalid. The Contractor acknowledges and agrees to repay all monies paid because of a requested price increase unless the increase was specifically approved, in writing, by the Deputy Aviation Director or Aviation Director.

3. **METHOD OF ORDERING:** Contractor shall deliver items and/or services only upon receipt of a written purchase order. All Contractor invoices and packing/delivery tickets must include the City's purchase order number.
4. **METHOD OF INVOICING:** Invoice must be emailed in .pdf format to [invoices@phoenix.gov](mailto:invoices@phoenix.gov) and must include the following:
  - City purchase order number or shopping cart number
  - Items listed individually by the written description and part number.
  - Unit price extended and totaled.
  - Quantity ordered, back ordered, and shipped.
  - Applicable tax
  - Invoice number and date.
  - Delivery address.
  - Payment terms.
  - FOB terms.
  - Remit to address
5. **METHOD OF PAYMENT:** Payment to be made from Contractor's invoice and a copy of the signed delivery/service ticket submitted to cover items received and accepted during the billing period.
6. **PARTIAL PAYMENTS:** Partial payments are authorized on individual purchase orders. Payment will be made for actual goods and services received and accepted by the City.



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- 7. SUPPLIER PROFILE CHANGES:** It is the responsibility of the Contractor to promptly update their profile in ProcurePHX at [www.phoenix.gov/procure](http://www.phoenix.gov/procure). If Contractor's legal identify has changed, the Procurement Officer must be notified immediately. Failure to do so may result in non-payment of invoices and contract termination.
- 8. ESTIMATED QUANTITIES OR DOLLAR AMOUNTS (REQUIREMENTS CONTRACTS ONLY):** Quantities and dollar amounts listed are the City's best estimate and do not obligate the City to order or accept more than City's actual requirements during the period of this Contract, as determined by actual needs and availability or appropriated funds. It is expressly understood and agreed that the resulting Contract is to supply the City with its complete actual requirement for the Contract period.
- 9. AUTHORIZED CHANGES:** The City reserves the right at any time to make changes in any one or more of the following: (a) specifications; (b) methods of shipment or packing; (c) place of delivery; (d) time of delivery; and/or (e) quantities. If the change causes an increase or decrease in the cost of or the time required for performance, an equitable adjustment may be made in the price or delivery schedule, or both. Any claim for adjustment will be deemed waived unless asserted in writing within thirty days from the receipt of the change. Price increases or extensions of delivery time will not be binding on the City unless evidenced in writing and approved by the Deputy Aviation Director or Aviation Director prior to the institution of the change.
- 10. SUSPENSIONS OF WORK:** The Procurement Officer and the project manager reserve the right to suspend work wholly or in part if deemed necessary for the best interest of the City. This suspension will be without compensation to the Contractor, other than to adjust the Contract completion/delivery requirements.
- 11. HOURS OF WORK:** All work under this Contract shall be coordinated with the City's project manager. Any changes to the established schedule must have prior written approval by the City's project manager.
- 12. POST AWARD CONFERENCE:** A post-award conference may be held by the Procurement Officer or project manager prior to commencement of any work on the project. The purpose of this conference is to discuss critical elements of the work schedule and operational problems and procedures.
- 13. PERFORMANCE INTERFERENCE:** Contractor shall notify the City's department contact immediately of any occurrence and/or condition that interferes with the full performance of this Contract and confirm it in writing within 24 hours.
- Department Contact: Kelly Scali  
Phone: (602) 616-3122
- 14. CLEANING:** The Contractor will keep the premises clean of all rubbish and debris generated by the work involved and will leave the premises neat and clean. All surplus



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material, rubbish, and debris must be disposed of at the Contractor's expense. The work area must be cleaned at the end of each workday.

All materials, tools, and equipment must be removed or safely stored. The City is not responsible for theft or damage to the Contractor's property. All possible safety hazards to workers or the public must be corrected immediately and returned to a safe condition. If there is a question in this area, the City's ADR must be consulted.

**15. COOPERATIVE AGREEMENT:** In addition to the City and with approval of the Contractor, this Contract may be extended for use by other municipalities and government agencies in the State of Arizona.

A current listing of eligible entities may be found at [www.mesaaz.gov/business/purchasing/save](http://www.mesaaz.gov/business/purchasing/save). Any such usage by other entities must be in accordance with the ordinance, charter and/or procurement rules and regulations of the respective entity. Orders placed by other agencies and payment thereof will be the sole responsibility of that entity. The City shall not be responsible for any disputes arising out of transactions made by other entities who utilize this solicitation.

**16. ADVERTISING:** Contractor will not advertise or publish news releases concerning this Contract without the prior written consent of the Deputy Aviation Director or Aviation Director, and the City will not unreasonably withhold permission.

**17. EXCLUSIVE POSSESSION:** All services, information, computer program elements, reports, and other deliverables which may be created under this Contract are the sole property of the City and will not be used by the Contractor or any other person except with prior written permission by the City.

**18. STRICT PERFORMANCE:** Failure of either party to insist upon the strict performance of any item or condition of this Contract or to exercise or delay the exercise of any right or remedy provided in this Contract, or by law, or the acceptance of materials or services, obligations imposed by this Contract, or by law, will not be deemed a waiver of any right of either party to insist upon the strict performance of this Contract.

**19. LICENSES AND PERMITS:** Contractor will keep current federal, state, and local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract.

**20. DELIVERY:** All deliveries shall be made between the hours of 8:00 a.m. and 5:00 p.m., local time, Monday through Friday, excluding City holidays.



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**21. MISCELLANEOUS FEES:** Additional charges for fuel surcharges, delivery charges, dealer prep, environmental fees, waste disposal, shop supplies, set-up, freight and/or shipping and handling, etc. will not be paid. These costs must be incorporated in the pricing provided in the Fee Schedule.

Labor rates (shop and on-site) shall be charged as a flat hourly rate and are allowed only in performance of services under this Contract. Travel hours and other incidental fees will not be permitted under this Contract. Labor hours will be from “check-in” to “check-out” at the worksite.

**22. SAMPLES:** Upon request, Contractors are required to furnish a sample of the goods to be supplied. Any sample submitted shall create an express warranty that the whole of the goods shall conform to the sample submitted. All samples become the property of the City unless designated otherwise by the Contractor.

**23. LIQUIDATED DAMAGES:** If the Contractor fails to perform the services within the time specified in section 17. “Liquidated Damages”, Section V – Scope of Work of this Contract, or any extension thereof, the actual damages to the City for the delay will be difficult or impossible to determine. Therefore, in lieu of actual damages, the Contractor shall pay to the City as fixed, agreed and liquidated damages for each calendar day of the delay, the amount of \$275 per violation. The City may terminate this Contract in whole or in part as provided in the “Default” provision. In that event, the Contractor shall be liable for such liquidated damages accruing until the City may reasonably obtain delivery or performance of similar supplies and services. The Contractor shall not be charged with liquidated damages when the delay arises out of causes beyond its control and without fault or negligence, as determined by the City. The Aviation Director or Deputy Aviation Director will be the sole judge in determining the liquidated damages.

**24. COMMUNICATION IN ENGLISH:** It is mandatory that the Contractor’s lead person assigned to any City facility can speak, read, and write in English to effectively communicate with City staff.

**25. CONTRACTOR ASSIGNMENTS:** The Contractor hereby agrees that any of its employees who may be assigned to a City site to satisfy obligations under this Contract shall be used exclusively for that purpose during the hours when they are working in areas covered by this Contract and shall perform no work at other City facilities. If other services, in addition to or separate from, the services specified herein, may be deemed necessary by the Deputy Aviation Director or Aviation Director or his authorized representative, the Contractor may be requested to perform the additional or special service.

**26. STORAGE SPACE:** The Contractor may store supplies, materials, and equipment in a storage area on the City facility premises designated by the ADR during work. The Contractor agrees to keep its portion of this storage area in accordance with all applicable fire regulations. The use of City storage facilities will be on a space available



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basis and subject to the approval of the ADR. No materials or equipment will be stored or temporarily set in restrooms, under stairwells or other spaces accessible to the public.

**27. TELEPHONE USE:** Contractor shall be allowed job-related use of City telephone service at no cost to the Contractor and as designated by the City for use. The Contractor will pay any cost to repair damage caused by Contractor to the telephone equipment over and above normal wear and tear. Toll calls are not permitted by Contractor employees.

A list of emergency telephone numbers shall be maintained at the work locations by the Contractor and will include the Police and Fire Departments.

Personal cell phone use by contractor employees is prohibited while performing duties under this Contract. Telephone calls from all types of phones are restricted to breaks and lunches. Emergency calls will be placed and received at designated City telephones only. This includes communications between Contractor Management and onsite employees.

**28. TRANSITION OF CONTRACT:** Contractor will, without limitation, provide important information to a successor Contractor and the City to ensure continuity of service at the required level of proficiency and agrees to provide to the City all files, supplies, data, records, and any other properties or materials of the City, which the City owns or has rights to pursuant to this Contract and which are in the possession of Contractor. The provisions of this section will survive the expiration or termination of this Contract.

**29. TYPES OF WORK SUPERVISION:** The Contractor shall provide onsite supervision and appropriate training to assure competent performance of the work. Contractor or authorized agent will make sufficient daily routine inspections to ensure the work is performed as required by this Contract.

**30. CONFIDENTIALITY AND DATA SECURITY:** All data, regardless of form, including originals, images and reproductions, prepared by, obtained by, or transmitted to Contractor in connection with this Contract is confidential, proprietary information owned by the City, unless otherwise agreed upon within this Contract. Except as specifically provided in this Contract, the Contractor shall not disclose data generated in the performance of the service to any third person without the prior written consent of the City Manager or his/her designee.

Contractor agrees to abide by all current applicable legal and industry data security and privacy requirements and to notify the City immediately if the scope of work changes or personal identifying information or information subject to Payment Card Industry Standards becomes part of the Agreement.

Contractor agrees to comply with all City information security and technology policies, standards, and procedures when accessing City networks and computerized systems whether onsite or remotely. Additionally, Contractor/Consultant will follow industry recognized security frameworks as part of their security program covering infrastructure,



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applications, operations, policy, and procedure. This can include ISO/IEC 27001, Nist Cyber Security Framework or SP 800-53.

A violation of this Section may result in immediate termination of this Contract without notice. The obligations of Contractor under this Section shall survive the termination of this Contract.

The obligations of Contractor/Consultant under this Section shall survive the termination of this Contract.

### 31. AVIATION SECURITY PROCEDURES CONTRACTOR AND SUBCONTRACTOR WORKER BACKGROUND SCREENING:

**Contract Worker Background Screening:** Contractor agrees that all contract workers and subcontractors (Contract Workers) that Contractor furnishes to the City pursuant to this Contract shall be subject to background and security checks and screening (Background Screening). Contractor shall pay for all costs related to Background Screening, unless otherwise expressly provided in the Scope of Work. Contractor further agrees that the Background Screening required in this Section is necessary to preserve and protect public health, safety, and welfare. The Background Screening requirements set forth in this Section are the minimum requirements for this Contract. The City in no way warrants that these minimum requirements are sufficient to protect Contractor from any liabilities that may arise out of Contractor's services under this Contract or Contractor's failure to comply with this Section. Therefore, in addition to the specific measures set forth below, Contractor and its Contract Workers shall take such other reasonable, prudent, and necessary measures to further preserve and protect public health, safety and welfare when providing services under this Contract.

**31.1 Background Screening Requirements and Criteria:** Contractor agrees that it will verify legal Arizona worker status as required by Arizona Revised Statutes (A.R.S.) § 41-4401. Contractor further agrees that it will conduct a background check for real identity and legal name on all Contract Workers prior to proposing the Contract Worker to the City.

**31.2 Additional City Rights Regarding Security Inquiries:** In addition to the foregoing, the City reserves the right, but not the obligation, to:

**31.2.1** Have a Contract Worker be required to provide fingerprints and execute such other documentation as may be necessary to obtain criminal justice information pursuant to A.R.S. § 41-1750(G)(4) or Phoenix City Code § 4-22 or both;

**31.2.2** Act on newly acquired information, whether or not such information should have been previously discovered;

**31.2.3** Unilaterally change its standards and criteria relative to the acceptability of Contract Workers; and





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**31.2.4** Object, at any time and for any reason, to a Contract Worker performing work, including supervision and oversight, under this Contract.

**31.3 Contractor Certification:** By executing this Contract, Contractor certifies and warrants that Contractor has read the Background Screening requirements and criteria in this Section, understands them, and that all Background Screening information furnished to the City is accurate and current. A Contract Worker rejected for work under this Contract shall not be proposed to perform work under any other City contract or engagement without the City's prior written approval.

**31.4 Terms of This Section Applicable to all of Contractor's Contracts and Subcontracts:** Contractor shall include the terms of this Section for Contract Worker Background Screening in all contracts and subcontracts for services furnished under this Contract, including supervision and oversight services.

**31.5 Materiality of Background Screening Requirements; Indemnity:** The Background Screening requirements of this Section are material to the City's entry into this Contract and any breach of this Section by Contractor shall be deemed a material breach of this Contract. In addition to the indemnity provisions set forth in this Contract, Contractor shall defend, indemnify, and hold harmless the City for any and all Claims (as defined in Section II, 6.3) arising out of this Background Screening section including the disqualification of a Contract Worker by Contractor or the City for failure to satisfy this Section.

**31.6 Continuing Duty; Audit:** Contractor's obligations and requirements that Contract Workers satisfy this Background Screening Section shall continue throughout the entire term of this Contract. Contractor shall notify the City immediately of any change to a Background Screening of a Contract Worker previously approved by the City. Contractor shall maintain all records and documents related to all Background Screenings and the City reserves the right to audit Contractor's compliance with this Contract.

**32. CONTRACT WORKER ACCESS CONTROLS, BADGE AND KEY ACCESS REQUIREMENTS:** A CONTRACT WORKER SHALL NOT BE ALLOWED TO BEGIN WORK ON AIRPORT PROPERTY WITHOUT THE CONTRACT WORKER'S RECEIPT OF A CITY-ISSUED BADGE. A BADGE WILL BE ISSUED TO A CONTRACT WORKER SOLELY FOR ACCESS TO THE AREAS OF THE AIRPORT TO WHICH THE CONTRACT WORKER IS ASSIGNED. EACH CONTRACT WORKER WHO ENTERS AIRPORT PROPERTY MUST USE THE BADGE ISSUED TO THE CONTRACT WORKER.

**32.1 Badges:** Upon notification from Contractor's authorized agent, the Contract Worker will proceed to the Badging Office for processing and issuance of a badge. The City will not process the badge until the Contract Worker satisfies the Background Screening requirements. The Contract Worker shall comply with all



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requirements and furnish all information requested by the Badging Office. All fees associated with security badging will be assessed in compliance with Phoenix City Code § 4-22. Current badging procedures and fees are available for review at <https://www.skyharbor.com/security/BadgingInformation>.

**32.2 Key Access Procedures:** If a Contract Worker's services require keyed access to enter a City facility, a separate key issue and return form must be completed and submitted to the City project manager by Contractor for each key issued.

**32.3 Stolen or Lost Badges or Keys:** Contractor shall immediately report lost or stolen badges or keys to the City. A new badge application or key issue form shall be completed and submitted along with payment of the applicable fees prior to issuance of a new badge or key.

**32.4 Return of Badges or Keys:** All badges and keys are the property of the City and must be returned to the City at the Badging Office within one (1) business day after the Contract Worker's access to a City facility is no longer required to furnish the services under this Contract. Contractor shall collect a Contract Worker's badge and all keys (1) upon the termination of the Contract Worker's employment, (2) when the Contract Worker's services are no longer required at a City facility (3), and upon termination, cancellation, or expiration of this Contract.

**32.5 Contractor's Default; Liquidated Damages; Reservation of Remedies for Material Breach:** Contractor's default under this Section shall include the following:

**32.5.1** A Contract Worker gains access to a City facility without the proper badge or key;

**32.5.2** A Contract Worker uses another person's badge or key to gain access to a City facility;

**32.5.3** A Contract Worker commences services under this Contract without the proper badge, key, or Background Screening;

**32.5.4** A Contract Worker or Contractor submits false, incomplete, or misleading information or negligently submits incorrect information to the City to obtain a badge, key, or applicable Background Screening; or

**32.5.5** Contractor fails to collect and timely return Contract Worker's badge or key upon termination of Contract Worker's employment, reassignment of Contract Worker to another City facility, or upon the expiration, cancellation, or termination of this Contract. Contractor acknowledges and agrees that the access control, badge, and key requirements in this Section are necessary to preserve and protect public health, safety, and welfare. Accordingly, Contractor agrees to properly cure any default under this Section within three (3) business days from the date notice of default is sent by the City. Contractor's failure to properly cure any default under this Section shall constitute a breach of this Section. In addition to



### **SECTION III – SPECIAL TERMS AND CONDITIONS**

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any other remedy available to the City at law or in equity, Contractor shall be liable for and shall pay to the City the sum of \$1,000.00 for each breach by Contractor of this Section. The parties agree that the foregoing amount is reasonable and approximates the actual or anticipated loss to the City at the time and making of this Contract in the event that Contractor breaches this Section. Further, the parties agree to the foregoing amount because of the difficulty of proving the City's actual damages in the event Contractor breaches this Section. The parties further agree that three (3) breaches of this Section by Contractor within a three-month period of time or three (3) breaches by Contractor of this Section arising out of the same default within a period of twelve (12) consecutive months shall constitute a material breach of this Contract by Contractor and the City expressly reserves all of its rights, remedies, and interests under this Contract at law and in equity, including termination of this Contract.



## SECTION IV – INSURANCE AND INDEMNIFICATION

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### SECTION IV – INSURANCE AND INDEMNIFICATION

1. **DEFENSE AND INDEMNIFICATION CLAUSE:** Contractor (“Indemnitor”) must defend, indemnify, and hold harmless the City of Phoenix and its officers, officials (elected or appointed), agents, and employees (“Indemnitee”) from and against any and all claims, actions, liabilities, damages, losses or expenses (including but not limited to court costs, attorney fees, expert fees, and costs of claim processing, investigation and litigation) of any nature or kind whatsoever (“Losses”) caused, or alleged to be caused, in whole or in part, by the wrongful, negligent or willful acts, or errors or omissions of Indemnitor or any of its owners, officers, directors, members, managers, agents, employees or subcontractors (“Indemnitor’s Agents”) arising out of or in connection with this Contract. This defense and indemnity obligation includes holding Indemnitee harmless for any Losses arising out of or recovered under any state’s Workers’ Compensation Law or arising out of the failure of Indemnitor or Indemnitor’s Agents to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. Indemnitor’s duty to defend Indemnitee accrues immediately at the time a claim is threatened or a claim is made against Indemnitee, whichever is first. Indemnitor’s duty to defend exists regardless of whether Indemnitor is ultimately found liable. Indemnitor must indemnify Indemnitee from and against any and all Losses, except where it is proven that those Losses are solely a result of Indemnitee’s own negligent or willful acts or omissions. Indemnitor will be responsible for primary loss investigation, defense, and judgment costs where this indemnification applies. In consideration of the award of this Contract, Indemnitor waives all rights of subrogation against Indemnitee for losses arising from the work performed by Indemnitor or Indemnitor’s Agents for the City of Phoenix. The obligations of Indemnitor under this provision survive the termination or expiration of this Contract.
2. **CONTRACTOR’S INSURANCE:** Contractor and subcontractors must procure insurance against claims that may arise from or relate to performance of the work hereunder by Contractor and its agents, representatives, employees, and subcontractors. Contractor and subcontractors must maintain that insurance until all their obligations have been discharged, including any warranty periods under this Contract.

The City in no way warrants that the limits stated in this section are sufficient to protect the Contractor from liabilities that might arise out of the performance of the work under this Contract by the Contractor, its agents, representatives, employees or subcontractors and Contractor may purchase additional insurance as they determine necessary.

- 2.1. **SCOPE AND LIMITS OF INSURANCE:** Contractor must provide coverage with limits of liability not less than those stated below. An excess liability policy or umbrella liability policy may be used to meet the liability limits provided that (1) the coverage is written on a “following form” basis, and (2) all terms under each line of coverage below are met.



**SECTION IV – INSURANCE AND INDEMNIFICATION**

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**2.1.1. Commercial General Liability – Occurrence Form**

General Aggregate	\$2,000,000
Products – Completed Operations Aggregate	\$1,000,000
Personal and Advertising Injury	\$1,000,000
Each Occurrence	\$1,000,000

- The policy must name the City of Phoenix as an additional insured with respect to liability for bodily injury, property damage and personal and advertising injury with respect to premises, ongoing operations, products and completed operations and liability assumed under an insured contract arising out of the activities performed by, or on behalf of the Contractor related to this Contract.
- There shall be no endorsement or modification which limits the scope of coverage or the policy limits available to the City of Phoenix as an additional insured.
- City of Phoenix is an additional insured to the full limits of liability purchased by the Contractor.
- The Contractor’s insurance coverage must be primary and non-contributory with respect to any insurance or self-insurance carried by the City.
- Policy must not contain any exclusions for operations on or near airport premises.

**2.1.2 Automobile Liability**

Bodily Injury and Property Damage coverage for any owned, hired, and non-owned vehicles used in the performance of this Contract.

Combined Single Limit (CSL)	\$1,000,000
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- The policy must be endorsed to include the City of Phoenix as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor, relating to this Contract.
- City of Phoenix is an additional insured to the full limits of liability purchased by the Contractor.
- The Contractor’s insurance coverage must be primary and non-contributory with respect to any insurance or self-insurance carried by the City.



**SECTION IV – INSURANCE AND INDEMNIFICATION**

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**2.1.3 Worker’s Compensation and Employers’ Liability**

Workers’ Compensation	Statutory
Employers’ Liability:	
Each Accident	\$100,000
Disease – Each Employee	\$100,000
Disease – Policy Limit	\$500,000

- Policy must contain a waiver of subrogation against the City of Phoenix.
- This requirement does not apply when a contractor or subcontractor is exempt under A.R.S. §23-902(E), **AND** when such contractor or subcontractor executes the appropriate sole proprietor waiver form.

**2.2. NOTICE OF CANCELLATION:** For each insurance policy required by the insurance provisions of this Contract, the Contractor must provide to the City, within 5 business days of receipt, a notice if a policy is suspended, voided, or cancelled for any reason. Such notice must be mailed, emailed, or hand delivered to **City of Phoenix Aviation Department, Contracts & Services Division, 2485 East Buckeye Road, Phoenix, AZ 85034.**

**2.3. ACCEPTABILITY OF INSURERS:** Insurance is to be placed with insurers duly licensed or authorized to do business in the state of Arizona and with an “A.M. Best” rating of not less than B+ VI. The City in no way warrants that the required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

**2.4. VERIFICATION OF COVERAGE:** Contractor must furnish the City with certificates of insurance (ACORD form or equivalent approved by the City) as required by this Contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

All certificates and any required endorsements are to be received and approved by the City before work commences. Each insurance policy required by this Contract must be in effect at or prior to commencement of work under this Contract and remain in effect for the duration of the project. Failure to maintain the insurance policies as required by this Contract or to provide evidence of renewal is a material breach of contract.

The initial certificates required by this Contract shall be sent directly to:

City of Phoenix  
Aviation Department  
Contracts and Services Division  
2485 E. Buckeye Rd.  
Phoenix, AZ 85034



## SECTION IV – INSURANCE AND INDEMNIFICATION

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All subsequent and renewal certificates of Insurance and endorsements shall be sent directly to:

City of Phoenix  
Aviation Department  
c/o EXIGIS Insurance Compliance Services  
PO Box 4668 – ecm #35050  
New York, NY 10163-4668  
Email: [certificates-cityofphoenix@riskworks.com](mailto:certificates-cityofphoenix@riskworks.com)

The City project/contract number and project description must be noted on the certificate of insurance. The City reserves the right to review complete copies of all insurance policies required by this Contract at any time. **DO NOT SEND CERTIFICATES OF INSURANCE TO THE CITY'S RISK MANAGEMENT DIVISION.**

- 2.5. SUBCONTRACTORS:** Contractor's certificates shall include all subcontractors as additional insureds under its policies **OR** Contractor shall be responsible for ensuring and verifying that all subcontractors have valid and collectable insurance. At any time throughout the life of this Contract, the City of Phoenix reserves the right to require proof from the Contractor that its subcontractors have insurance coverage. All subcontractors providing services included under this Contract's Scope of Services are subject to the insurance coverages identified above and must include the City of Phoenix as an additional insured. In certain circumstances, the Contractor may, on behalf of its subcontractors, waive a specific type of coverage or limit of liability where appropriate to the type of work being performed under the subcontract. Contractor assumes liability for all subcontractors with respect to this Contract.
- 2.6. APPROVAL:** Any modification or variation from the insurance coverages and conditions in this Contract must be documented by an executed contract amendment.



## SECTION V – SCOPE OF WORK

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### SECTION V – SCOPE OF WORK

- 1. BACKGROUND:** The City of Phoenix (“City”) is seeking a qualified Contractor to provide Ground Transportation Dispatch and Curb Monitoring Services at various curbside loading points and at designated ground transportation waiting areas for Phoenix Sky Harbor International Airport (“PHX”). These services include all labor, supervision, material(s), equipment, supplies, transportation, and methods of communication for taxicab dispatching and ground transportation curb monitoring services. It is essential that personnel provided under this Contract be professional, well trained, highly motivated, and provide excellent customer service. To attain the highest levels of service, it is necessary for staff to be directed by an engaged proactive Management Team that implements continuous improvements using industry best practices.

A safe, orderly, and efficient ground transportation system is an integral part of the services required by the traveling public arriving and departing our community through PHX.

The intent of the dispatch and curb monitoring services is to provide world class customer service from the ground transportation operators to arriving passengers, as well as monitoring ground transportation operations.

The City has multi-year service agreements with three (3) taxicab companies and over 750 permitted ground transportation providers are authorized to operate at PHX.

Between January 1, 2022 and April 30, 2022, taxicabs dispatched 195,052 taxis to PHX terminals, while curb monitoring was performed for over 1,623,666. Holding lots for all ground transportation providers are open twenty-four (24) hours a day, seven (7) days a week, including weekends and holidays.

- 2. AVIATION DEPARTMENT REPRESENTATIVE:** The Aviation Department Representative (ADR) for this Contract is Kelly Scali, Aviation Superintendent – Ground Transportation Office, whose office phone number is 602-683-3639. The ADR will coordinate all work under this Contract and will be the sole judge concerning acceptability and quality of work performed by Contractor. The ADR will be consulted on any concerns and issues arising during the performance under this Contract.
- 3. POST CONTRACT AWARD:** After this Contract has been awarded, the City will provide an orientation period that will include instruction on City policies and rules and regulations, which Contractor must comply with when performing under this Contract. A site survey will be conducted by the ADR. A checklist of pertinent items shall be used as a guide to ensure orientation of the facility was conducted.





## SECTION V – SCOPE OF WORK

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During orientation, the City will provide the following documentation and City-owned equipment to the Contractor:

- 3.1 Customer Comment Cards
- 3.2 Incident Complaint Forms
- 3.3 City Issued Mobile Devices for Compliance Monitoring
- 3.4 City Issued Radios for Supervision and Management Communications
- 3.5 Video Surveillance System (VSS) workstation and monitors for the hold lot and office space.

4. **OPERATIONS MANUAL:** A City-approved Operations Manual will be kept on file with the ADR and updated by the Contractor on an as-needed basis. Any changes to the Operations Manual based on operational needs must be approved by the ADR.

The Operations Manual must include the following:

- Operations Plan and Staffing Plan
- Transition Plan
- Phase Out Plan
- Recruitment/Retention Plan
- Training Plan
- Customer Service Plan
- Americans with Disabilities Act (ADA) Sensitivity
- Ethics Plan

- 4.1 **Operations Plan and Staffing Plan:** Offeror must submit a proposed Operations Plan and Staffing Plan that will describe the detailed procedures for the general managers, supervisors, dispatchers, and curb monitors.

The Operations Plan and Staffing Plan must include the following:

- 4.1.1 Time frame and list of activities to begin commencement of services
- 4.1.2 Staffing issues/Human Resources/discipline processes
- 4.1.3 Schedules and format for monthly and other reporting requirements
- 4.1.4 Response method to Aviation Department concerns
- 4.1.5 Response method to passenger or internal/external customer concerns
- 4.1.6 Names, assignments, and duties of all Contractor personnel
- 4.1.7 Timekeeping, billing, and accounting procedures and invoices
- 4.1.8 Radio communications
- 4.1.9 Device (technology) management protocols
- 4.1.10 Resolving customer service concerns
- 4.1.11 Employee communication process
- 4.1.12 Other operations-related matters



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**4.2 Transition Plan:** Offeror must submit a proposed Transition Plan that will describe how it plans to start operations and bring about a smooth transition of the work to be performed. The Transition Plan must consist of a schedule of how anticipated problems will be handled and shall include the time period needed for the hiring and training of employees, planned interface with Aviation staff, processing of uniforms, issuance of keys, and site tours.

The Transition Plan must include the following:

- 4.2.1 Innovative strategies for seamlessly implementing the proposed services
- 4.2.2 Employment outreach, selection, and diversity
- 4.2.3 Plans to interview and possibly employ predecessor contract personnel
- 4.2.4 Performance of background checks
- 4.2.5 Job training and employee development opportunities
- 4.2.6 Detailed timeline for implementation

**4.3 Phase Out Plan:** The Contractor recognizes that the services provided under this Contract are vital to the City's overall operations and continuity must be maintained at a consistently high level without interruption. Upon completion, termination, or expiration of this Contract, a successor may continue these services. The successor will require phase-in training and the Contractor must cooperate to ensure an effective and efficient transition to the successor.

The Contractor agrees to cooperate with its successor in allowing as many personnel as practical to remain on the job in order to maintain the continuity and consistency of the services provided under this Contract. Contractor agrees to disclose necessary personnel records and allow its successor to conduct on-site interviews with its employees, provided Contractor obtains the consent of its employees to disclose their records and to conduct such interviews, and provided such disclosure and interviews are conducted in accordance with applicable laws, statutes, rules, regulations, and ordinances.

**4.4 Recruitment/Retention Plan:** Offeror must submit a proposed Recruitment/Retention Plan which will describe a recruitment that will provide a sufficient flow of incoming personnel to fill the positions, a viable incentive program to deter employee attrition and promote stability in the work force.

The Recruitment/Retention Plan must include the following:

- 4.4.1 Types of advertising or other methods of identifying potential candidates.
- 4.4.2 Planned commencement and completion dates for recruitment.

**4.5 Training Plan:** Offeror must submit a proposed Training Plan and that must include the following:



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- 4.5.1 Detailed customer service training to provide PHX patrons and customers with professional services.
  - 4.5.2 Customer service skills for internal and external customers, passenger assistance, and public relations.
  - 4.5.3 Cultural sensitivity and diversity training, including professional interactions with patrons and passengers with limited English proficiency.
  - 4.5.4 Awareness of PHX customers with special transportation needs, including those covered by the Americans with Disabilities Act (ADA), the elderly, and young children. The training shall include a basic understanding of applicable transportation requirements under the ADA and disability awareness, including motor, visual, hearing, cognitive, and mental health impairments.
  - 4.5.5 Safety procedures with regard to working in an airport environment and vehicle loading zones.
  - 4.5.6 Employee conduct and uniform, personal hygiene, and appearance standards.
  - 4.5.7 Policies related to difficult or confrontational situations.
  - 4.5.8 Detailed radio etiquette training, knowledge of PHX's ground transportation services, and the Airport Ground Transportation Rules and Regulations.
  - 4.5.9 Automated Vehicle Dispatch System training and knowledge of the dispatch duties and responsibilities as defined by the ADR.
  - 4.5.10 Ground transportation technology platform, loading zones, and proper etiquette for curb monitors.
- 4.6 Customer Service Plan:** Offeror must submit a proposed Customer Service Plan that must include the following:
- 4.6.1 Customer complaint resolution.
  - 4.6.2 Discipline procedures by the Management Team.
  - 4.6.3 Responsiveness and attentiveness to clients' needs.
  - 4.6.4 Oral and written communication skills, including airport patrons and passengers with limited English proficiency.
  - 4.6.5 Frequency and time frame for conducting customer service training for its employees.
  - 4.6.6 Procedures on how an open and friendly environment will be maintained.
  - 4.6.7 Driver complaint resolution.
  - 4.6.8 Day-to-day interaction with drivers and City staff.
- 4.7 Americans with Disability Act Sensitivity:** Offeror must describe its experience in complying with the ADA, other innovative customer service practices, envisioned marketing strategies, and how it accommodates the needs of patrons requiring special transportation or assistance. This includes PHX customers with special transportation needs, including those covered by the ADA, the elderly, and the very young. Offeror must also detail its ADA compliant resolution policy.



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**4.8 Ethics Plan:** No employee or direct affiliate of an Offeror will accept any gift, service, or favor that would lead toward favoritism or the appearance of favoritism in any way. Offeror shall submit a proposed ethics plan that must include the following:

- 4.8.1** Soliciting on behalf of particular ground transportation operators for personal or institutional gain.
- 4.8.2** Accepting monetary or other services from ground transportation drivers or operators.
- 4.8.3** Not following PHX policy as spelled out in the Airport Ground Transportation Rules and Regulations, and subsequent notices.
- 4.8.4** Code of conduct.

**5. STAFFING REQUIREMENTS:** Contractor must hire a sufficient number of employees to staff all employee shifts on a daily basis, including weekends and holidays. Relief personnel must be provided for all positions for lunch and breaks at no additional cost to the City. Employees should be paid the prevailing wage for similar work. Contractor must subscribe to the City's policy of equal employment opportunity and diversity at all levels of the operation, including management. Contractor will be directly responsible for the conduct of all employees under the authority of this Contract; notwithstanding the legal relationship entered into by and between Contractor, its employees, or its independent contractors.

The Contractor shall, at a minimum, provide experienced personnel capable of, and committed to, the successful accomplishment of work to be performed under this Contract. Contractor shall assign specific individuals to key positions. Contractor agrees that, once assigned to work under this Contract, Contractor personnel shall not be removed or replaced without written concurrence of City. If Contractor personnel are not available for work under this Contract for a continuous period exceeding thirty (30) calendar days or are expected to devote substantially less effort to the work than initially proposed or anticipated, then Contractor shall immediately notify the City and shall, subject to the concurrence of the City, replace such personnel with personnel of equal capacity, ability, and qualifications.

The City reserves the right to require the Contractor remove from service under this Contract any employee that has performed in an unsatisfactory manner under the terms of this Contract. Any employee that has been removed at the City's direction may still be engaged by Contractor for other work not involving the City.

The Contractor is required to provide the following positions:

**5.1 General Manager and Assistant General Manager (Management Team):** Contractor must have a full-time general manager and full-time assistant general manager ("Management Team") assigned on-site to PHX and tasked with overall responsibility for the management of this Contract. The Management Team must



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have supervisory capacity on behalf of the Contractor and must be authorized and empowered to enforce Contractor's policies and procedures and any directives of the City.

The Management Team must have supervisory capacity on behalf of Contractor and must be capable of enforcing any directives of the ADR. The Management Team is responsible for staffing and facilitating performance under this Contract, attending meetings, and coordinating with the ADR and City staff.

Contractor must keep the ADR informed, in writing, of the identity and phone number of the manager who can be contacted at any time and who is authorized to represent and act for Contractor in matters pertaining to this Contract.

The Management Team must work cooperatively with the ADR to assure quality service, provide operational data, respond to comments from customers and the public, and respond to specific requests for other assistance as needs arise. Contractor will not assign the Management Team any duties other than those directly related to the fulfillment of the requirements of this Contract without prior written consent of the ADR.

Contractor's Management Team shall be subject to the prior approval of the ADR, who may require Contractor to remove and replace the general manager at any time performance of the Management Team be deemed unacceptable by the ADR. Contractor will not change the general manager or assistant general manager without prior written consent of the City, which will not be unreasonably withheld if the proposed general manager or assistant general manager has experience equal to or greater than the general manager or assistant general manager being replaced.

The Management Team shall reside in Maricopa County during the term of this Contract, including any extension of the term.

The Management Team shall immediately respond to all accidents, labor issues, and other critical issues regardless of the time of day such an event occurs.

The Management Team must administer all phases of service related to this Contract as directed by the ADR.

**5.2 On-Site Supervisor Taxi and On-Site Supervisor Curb Monitor:** Contractor will provide on-site supervision serving as the liaison to PHX personnel. The on-site supervisor must be capable of enforcing company policies and procedures, any directives issued by the ADR, handling escalating customer service issues, and providing the highest level of supervision. The on-site supervisor must be available to the ADR twenty-four (24) hours a day, seven (7) days a week, including weekends and holidays.



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The on-site supervisors' duties and responsibilities include all the following:

- 5.2.1 On-site supervisors must be individuals of integrity who display a mature attitude and exercise good judgment.
- 5.2.2 On-site supervisors must have a minimum of two (2) years of successful experience in ground transportation dispatch, starter services, or other experience approved by the ADR.
- 5.2.3 On-site supervisors shall set the example for employees and shall foster an environment in which employees feel valued and part of an effective and important team.
- 5.2.4 On-site supervisors must be fully capable of performing all dispatch and curb monitor duties.
- 5.2.5 Maintain excellent communication with staff and disseminate accurate procedural information.
- 5.2.6 Ensure employee compliance with all applicable rules and regulations, including City of Phoenix Aviation Department Rules and Regulations.
- 5.2.7 Report any operational or safety concerns to PHX supervision (Landside, Ground Transportation, and/or Communications Center) by City radio.

**5.3 Ground Transportation Curb Monitor:** The ground transportation curb monitor's responsibilities include all the following:

- 5.3.1 Welcome each passenger with a smile and the PHX-approved official greeting, as defined by the ADR.
- 5.3.2 Ensure compliance with the City-approved taxicab migration plan (section 9.1 Taxicab Migration, Section V – Scope of Work)
- 5.3.3 Call taxicabs to the curb from Ground Transportation Hold Lot or in accordance with the City-approved taxicab migration plan.
- 5.3.4 Issue City-approved comment cards to every party entering a taxicab.
- 5.3.5 Immediately turn over to appropriate City staff any lost and found property turned in by Contractor's taxicab drivers.
- 5.3.6 Complete all necessary incident and contract compliance reports, electronic or handwritten.
- 5.3.7 Immediately notify Contractor's on-site supervisor and PHX staff of any operational or safety related issues.
- 5.3.8 Notify the ground transportation dispatcher of special requests by handheld device or two-way radio.
- 5.3.9 Actively manage the curb they are assigned to, including answering customer and driver questions and managing queue lines.
- 5.3.10 Check vehicles for appropriate PHX decal and trade dress.
- 5.3.11 Ensure all non-taxicab drivers are operating on virtual waybill or passenger itinerary for pick-up.



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**5.4 Ground Transportation Dispatcher:** The ground transportation dispatcher's responsibilities include all the following:

- 5.4.1** Using the Automated Vehicle Identification (AVI) workstation at the Ground Transportation Hold Lot to ensure compliance with the City-approved taxicab migration plan.
- 5.4.2** Turn over all lost and found property turned in by taxicab drivers to appropriate City staff.
- 5.4.3** Maintain awareness of activities in the Ground Transportation Hold Lot and report any unusual activity to appropriate City staff.
- 5.4.4** Complete all necessary incident and Contract compliance reports.
- 5.4.5** Provide single use permits to charter bus providers approaching the dispatch booth.

In the event of an AVI System failure, the ground transportation dispatcher shall do all the following:

- 5.5.6** Immediately notify Contractor and City supervision of the AVI failure.
- 5.5.7** Receive radio calls from the starter requesting taxicabs.
- 5.5.8** Log the time, specify the terminal being dispatched, company name, and vehicle number for each dispatch.
- 5.5.9** Use the existing PA system to call out for the number of taxicabs needed and send them to the requested terminal curb, per the established migration pattern.

**6. DUTY ASSIGNMENTS:** Contractor shall record all duty assignments in a format approved in advance by the ADR and Contractor shall ensure that all the following information is recorded:

- 6.1** Employee name.
- 6.2** Assignment.
- 6.3** Start/end date and time.
- 6.4** Performance.
- 6.5** Brief/relief periods.
- 6.6** Supervisory review/inspections.
- 6.7** Signature/print of subject employee.
- 6.8** Signature/print of certifying official.

The City shall determine uncovered hours by assigned staff by any of the following methods:

- 6.9** The City shall use CCTV access and on-site inspections to ensure assignments are staffed.
- 6.10** The City shall monitor daily activity reports.
- 6.11** The City shall review and/or audit Contractor's on-site supervisor reports.
- 6.12** The City shall review and/or audit billing invoices.



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- 7. AUTOMATED VEHICLE IDENTIFICATION SYSTEM (AVI):** The City has implemented an AVI System that enables Aviation Department staff to track the number of vehicles entering and exiting PHX. This information is used to determine rate structures and costs, number of trips, number of loads, contractor performance, adequate service levels, etc.

All taxicabs providing contractual service at PHX shall display a current valid permit and a transponder or similar device as part of the AVI System. The transponder must be placed on the taxicabs in a manner prescribed by the Aviation Director or his designee. AVI tags are registered to a specific vehicle and are not interchangeable or transferable.

The AVI System also requires taxicabs to enter a Ground Transportation Hold Lot for the purpose of initiating a trip fee and to be appropriately dispatched to terminal curbs.

- 8. OPERATIONAL REQUIREMENTS:** Contractor must staff and manage PHX's taxicab dispatch and curb monitoring service at Terminal 3, Terminal 4, and the West Ground Transportation Hold Lot.

**8.1** Contractor shall provide curb monitors at Terminal 3 and Terminal 4 during the specified operating hours, seven (7) days per week, including weekends and holidays. See **Exhibit B – Curb Monitoring Operating Hours**.

**8.2** Contractor shall provide dispatchers at the West Ground Transportation Hold Lot twenty-four (24) hours per day, seven (7) days per week, including weekends and holidays.

**8.3** Contractor shall provide relief personnel for all positions for lunch and breaks at no cost to the City.

**8.4** Contractor must coordinate shifts and provide adequate shift coverage. Personnel may be required to work additional hours. The locations and times for each position are listed in **Exhibit B – Curb Monitoring Operating Hours**.

**8.5** At its sole discretion, the City reserves the right to increase or decrease the number of positions required and operational hours with appropriate increase and/or decrease of cost.

## 9. MIGRATION PLAN

**9.1. Taxicab Migration:** Taxicabs are currently dispatched from the West Ground Transportation Hold Lot utilizing the AVI System. Taxicabs are automatically dispatched from the West Ground Transportation Hold Lot to the terminals as taxicab positions become available. If a taxicab at a terminal has not loaded a passenger within a specified period of time, the dispatcher at the West Ground





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Transportation Hold Lot will manually migrate the taxicab to a busier terminal, if available. At no time may a taxicab driver migrate to any terminal without the approval of the dispatcher and/or ADR.

The first ten (10) drivers in the West Ground Transportation Hold Lot must be with their vehicles and be ready to be dispatched.

The migration plan is subject to change at the direction of the ADR to meet the operational, safety, and security needs of PHX.

**9.2 Terminal Taxicab:** Currently, the terminals may hold the following number of taxicabs:

Location	Number of Taxicabs
Terminal 3 North	8
Terminal 4 North	12
Terminal 4 South	6

**9.3 Exceptions:** An exception occurs to the existing procedure if the curb monitor or dispatcher makes a mistake or a customer cancels the request for a taxicab. For each occurrence, the on-site supervisor must be contacted and an Airport Oscar unit must be requested to respond or provide approval for any deviation from the dispatch and migration pattern.

## 10. ADMINISTRATIVE RESPONSIBILITIES

**10.1 Training Program:** Contractor's employees must receive comprehensive training from Contractor to provide answers to various PHX and ground transportation-related questions, as well as to provide world class customer service. **The training program must incorporate all elements of the training manual.** The Aviation Department will provide Contractor with PHX and general information as part of the Airport badging process.

In order to provide instruction on ground transportation dispatch procedures, Contractor must provide classroom training and field training, including training on City-supplied mobile devices to properly dispatch taxis, perform ride share monitoring, and submitting compliance reports. Classes will be audited by City staff throughout the term of this Contract. Costs for all training must be included in the



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Offer price. All manuals necessary for the required training will be furnished by the Contractor. Contractor must ensure all employees effectively and efficiently perform the duties prior to their assignment.

The ADR may require Contractor's employees to repeat training if they fail to exercise the basic levels of knowledge required by the City-approved training manual and the Contractor's training. The City reserves the right to request or recommend discipline of Contractor's employees based on the developed training manual, the Airport Ground Transportation Rules and Regulations, and other Federal Aviation Administration (FAA) regulations.

The ADR further reserves the right to require supplemental training provided by the Contractor or the City and, at the City's discretion, to address increased or modified requirements.

Contractor is responsible for all costs associated with employee training.

All Contractor employees must receive comprehensive training to provide answers to numerous airport and ground transportation questions, as well as provide world-class customer service to ground transportation contractors and passengers.

Annual and recurrent training must be provided to all Contractor employees. The training must foster the development of a cohesive team in order to carry out the required services in a first-class professional manner.

Contractor must ensure that all its personnel have successfully completed the training program. The Contractor must provide standardized training material and documentation of completion results to the ADR upon request.

The final approved Training Plan and Training Manual shall include all the following:

- 10.1.1** Introductions to the many services available to PHX patrons and passengers.
- 10.1.2** Detailed customer service training to provide PHX patrons and customers with professional services.
- 10.1.3** Detailed radio etiquette training to provide PHX patrons and customers with professional services.
- 10.1.4** Awareness of PHX customers with special transportation needs, including those covered by the ADA, the elderly, and the very young. The training shall include a basic understanding of applicable transportation requirements under the ADA and disability awareness, including motor, visual, hearing, cognitive and mental health impairments.
- 10.1.5** Cultural Diversity & Sensitivity Training.



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- 10.1.6 Communication skills, including airport patrons and passengers with limited English proficiency.
- 10.1.7 Employee conduct.
- 10.1.8 Uniform, personal hygiene, and appearance standards.
- 10.1.9 Knowledge of PHX's ground transportation services, locations, and the Airport Ground Transportation Rules and Regulations.
- 10.1.10 Knowledge of operating procedures for each transportation mode at PHX.
- 10.1.11 Employee safety for operating in an airport traffic environment.
- 10.1.12 Automated Vehicle Dispatch Systems training.
- 10.1.13 Security Awareness (See Something, Say Something)

**10.2 Quality Control Program:** Contractor must establish an internal Quality Control Program to ensure that the requirements of this Contract are carried out as specified through continuous monitoring and training. Contractor must ensure that all personnel assigned to this Contract are proficient in all general requirements of this Contract. Random employee proficiency testing will be conducted by Contractor on a quarterly basis to ensure that all employees are capable of performing assigned duties and the use of associated equipment.

A brief summary report on the results of the Quality Control Program must be provided to the ADR on a quarterly basis.

The Quality Control Program shall become effective when approved by the ADR.

**10.3 Outside Employment:** All Contractor employees that are assigned to PHX must submit a written report to Contractor listing all sources of outside employment, including self-employment. Outside employment must not create or result in a conflict of interest or even the appearance of a conflict of interest.

On a quarterly basis and/or upon the City's request, the Contractor must furnish a list of all employees' outside employment.

**10.4 Reports and Daily Reporting:** All periodic and special reports must be submitted by Contractor as required by this Contract. Contractor's local manager will review and discuss AVI reports, incident reports, and other security and performance issues with the ADR. In addition to the required written reports described in this Contract, the City reserves the right to request from Contractor any and all reports deemed necessary for the performance and auditing of this Contract at no cost to the City.

## 11. CONTRACTOR'S EQUIPMENT

**11.1 Communication System:** Contractor is required to operate an internal communication system that is capable of supporting direct communications for its employees, supervisors, and management personnel. Employees on-duty must



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be in immediate and constant contact with all other on-duty employees and with supervisors or other management personnel.

The City must approve the Contractor's proposed system in writing prior to installation and operation of the system. Contractor is responsible for the installation and maintenance of the system. Contractor must provide sufficient equipment to PHX Operations Supervisors for monitoring and/or emergency dispatch purposes.

Contractor's employees are required to read and sign that they will comply with the provisions of City of Phoenix Administrative Regulation 1.63.

Contractor shall ensure that all employees who are assigned a radio or mobile device are adequately trained on its usage and protocol.

Contractor shall provide the Management Team, at no cost to the City, a cellular phone for sending and receiving work-related calls.

- 11.2 Emergency Communication:** Contractor must require all employees to immediately contact PHX's emergency number of 602-273-3311 in case of an emergency. The 911 emergency number does not serve the PHX property.

## 12. CONTRACTOR'S EMPLOYEES

- 12.1 General Requirements:** Contractor's employees must meet all the following general requirements:

**12.1.1** Be a minimum of 19 years of age.

**12.1.2** Be a citizen of the United States or eligible to legally work within the U.S.

**12.1.3** Possess at least a high school diploma or GED equivalent.

**12.1.4** Be able to read and understand fluent English to effectively carry out applied printed rules, detailed orders, instructions, and training materials.

**12.1.5** Be able to compose precise short paragraphs, written reports, violations, and other related incidents in English.

**12.1.6** Be able to communicate fluently and clearly in English to co-workers, Aviation representatives, passengers, and the general public.

**12.1.7** Possess a valid Arizona driver's license for operating motor vehicles required in the performance of this Contract. Any conviction of driving under the influence (DUI) within five (5) years prior to the time of application disqualifies the individual from employment under this Contract. Personnel shall have the applicable auto license for the jurisdictions they are assigned. All required licenses shall be obtained at no additional cost to the City.

**12.1.8** All personnel assigned to this Contract must be able to obtain an airport identification badge and clear requisite Criminal History Records Check (CHRC) and a Security Threat Assessment (STA) as required by the



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Transportation Security Administration (TSA). The City reserves the right to hold the Contractor's employees to a higher standard for criminal background checks and may disqualify an applicant based on a pattern or number of crimes, including misdemeanor violations. Badging, CHRC, and STA costs will be paid by Contractor.

**12.2 Attire and Personal Hygiene:** Any Contractor employees that reports for duty and who do not meet these standards will not be accepted by the ADR and will be dismissed by the Contractor. The ADR will notify the Contractor when an employee is unacceptable because of personal hygiene, abusive behavior, or reasonable suspicion of substance abuse. Contractor shall be immediately removed the employee from PHX. The Contractor has one hour to have a replacement employee on duty for the dismissed employee, backfilling with supervisors or management in the interim.

**12.2.1** A company-issued name badge is required on the outside of the uniform and the name must be visible for patrons and passengers to read.

**12.2.2** All uniforms shall be free of stains, holes, tears, etc.

**12.2.3** Shirts must have a collar and a designated logo on the front, and be tucked in at all times.

**12.2.4** Full-length slacks or shorts must be no more than 2" above the knee.

**12.2.5** Hats with the designated logo may be worn while on duty but are not to be worn backwards.

**12.2.6** Black closed-toe shoes must be worn while on duty; no sandals of any kind may be worn.

**12.2.7** Rain gear and/or jackets with the designated logo may be worn only during times of rain or cold days and must match existing uniform.

**12.2.8** Contractor's employees shall be well groomed and display a professional appearance. Hair length and style is to be neat and presentable. Facial hair, including moustaches and beards, must be kept in a clean and neatly trimmed.

**12.2.9** Clothing shall be appropriately sized and worn as designed.

**12.2.10** All logos on shirts, vest, hats, etc. must be identical in nature.

**12.2.11** Contractor's employees shall display their airport identification badge at all times.

**12.2.12** No smoking, chewing tobacco, or the use of any tobacco products of any kind are permitted while an employee is on duty.

**12.2.13** Hair shall be clean and trimmed at all times.

**12.2.14** Body odor shall be controlled so as not to be offensive.

**12.2.15** Proper oral hygiene shall be used.

**12.2.16** Face and body shall be clean.

## 13. EMPLOYEE STANDARDS

**13.1 Customer Service:** One of the City's primary goals is customer satisfaction. Customer service is an attitude. From that attitude, behaviors develop. Great



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customer service is remembered and appreciated simply because it is unusual. Therefore, the Dispatch and Curb Monitor Service has the potential to make a difference to the traveling public. The primary customer service philosophy of Dispatch and Curb Monitors is to:

- 13.1.1** Demonstrate a professional attitude at all times. Be ready, willing, able, and fully prepared to work at designated times and stations. Wear suitable uniforms that are clean, in good repair and appropriate to perform the job. Employees must appear professional and must be approachable, calm, energetic, pleasant, and polite. Demonstrate a personal commitment to excellence: smile, make eye contact. Provide personalized service when appropriate and go the “extra mile” to meet customer needs. When a problem arises: apologize, offer assistance and, if necessary, consult a supervisor or management personnel.
- 13.1.2** Provide superior customer service 100% of the time and have a professional demeanor. Be willing to work as an effective team member and exhibit an energetic and enthusiastic attitude. Employees must be able to work with minimal supervision, take direction, and be able to handle difficult situations in a professional manner.
- 13.1.3** Communicate effectively 100% of the time, including seeking bilingual assistance when necessary. Employees must speak clearly and adjust his/her tone of voice to be friendly and enthusiastic. Employees must maintain eye contact and check for the customer’s understanding, *i.e.*, ask questions. Employees must be able to assist any passenger with special needs. Employees must be active listeners and must demonstrate attentiveness and sincerity.
- 13.1.4** Employees must have the ability to handle difficult situations immediately and attempt to resolve the situations. Employees should be discrete, apologize to the passenger and/or driver, offer a solution, and follow through when problems arise. Employees must remain calm, show an understanding for the passenger and/or driver’s situation, and notify a supervisor or management when necessary to keep a situation from escalating. Employees must be proactive problem solvers, so problems are addressed before situations become an issue.

Employees need to provide an environment that fosters a safe, efficient, courteous, and quality customer service experience to passengers traveling through PHX. All curbside personnel must be fully trained to provide customer assistance and provide clear and accurate information. Contractor must ensure all the following:



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- 13.1.5 Passengers receive prompt, friendly, courteous service, and accurate information.
- 13.1.6 Passengers receive a smile and a thank you.
- 13.1.7 Passengers and drivers are treated with respect, dignity, care, and compassion.
- 13.1.8 Passengers have the right to depart with minimal waiting time.
- 13.1.9 Passengers will be kept informed during any service delays and treated with extra care in those circumstances.

**13.2 Dispatch and Curb Monitoring Rules:** Contractor's employees shall be courteous, professional, and informative when interacting with passengers, City personnel, and drivers. Contractor's employees must comply with all the following:

- 13.2.1 Will welcome each passenger with a smile and the PHX-approved official greeting.
- 13.2.2 Shall hand each customer a customer comment card.
- 13.2.3 Shall not agree to watch a passenger's luggage.
- 13.2.4 Shall not accept gratuities and/or gifts, such as money, lunches, or free rides.
- 13.2.5 Shall not sleep while on duty.
- 13.2.6 Shall portray the City in a positive light.
- 13.2.7 Shall apologize to the customers waiting when a problem arises that delays their departures.
- 13.2.8 Shall speak loudly and clearly when addressing an entire group.
- 13.2.9 Shall greet passengers with "Welcome to Phoenix! Do you need a taxi?"  
This greeting is subject to change by the ADR.
- 13.2.10 Shall provide information about PHX services for passengers.
- 13.2.11 Shall report immediately any confrontations between drivers and passengers to designated City personnel.
- 13.2.12 Shall assure compliance of curbside safety practices at all times.
- 13.2.13 Shall report all safety concerns immediately.
- 13.2.14 Shall assist passengers with special needs.
- 13.2.15 Shall provide bilingual assistance through designated personnel.
- 13.2.16 Shall keep the work area free of obstacles and debris.
- 13.2.17 Shall ensure driver compliance with Airport Rules and Regulations.
- 13.2.18 Shall maintain the driver's professional distance requirement.
- 13.2.19 Shall follow approved migration procedures.

**14. COMPANY VEHICLES:** Contractor is responsible for providing all vehicles required to operate, manage, and support the services necessary to fulfill the requirements of this Contract effectively and efficiently. Vehicles must be in good working order at all times during the term of this Contract. Vehicles must not be older than eight (8) years at any time during the term of this Contract and should be limited to a service life no more than 150,000 miles, e.g., a model-year 2018 vehicle or a vehicle with 150,000 miles becomes ineligible to perform services under this Contract after March 1, 2026. Other



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alternate fuel vehicles may be approved by the ADR.

Vehicles must be marked with the Contractor's trade dress or business name and logo. Contractor shall submit to the ADR a description, either photographic or otherwise, that is adequate to identify the color scheme and markings common to Contractor's vehicles. The proposed vehicle markings are due after Contractor has been notified of the award of this Contract.

Contractor's vehicles will be allowed to park in approved designated areas. These vehicles will be required to display a PHX permit.

Parking accommodations for Contractor employees, who are working under this Contract, will be provided at a location to be determined by the City. Contractor and its employees are responsible for all parking fees.

Contractor-provided vehicles will receive an AVI tag for monitoring compliance around PHX.

- 15. CUSTOMER COMPLAINTS:** Contractor's employees who receive written or verbal complaints regarding the services provided shall forward the complaints immediately to designated City personnel for review.

Employees are required to report immediately infractions of Airport Ground Transportation Rules and Regulations and procedures pertaining to any specific ground transportation operator to City personnel. The report must indicate the date, time, and location of observed incident as well as company name, vehicle license plate number, fleet number, and a summary of what was observed.

- 16. REPORTS:** Contractor must maintain daily incident reports and maintain manual dispatch records as needed. The content and format of the reports are subject to City approval.

Contractor must also submit to the City weekly statements summarizing the hourly rate, total number of positions and total number of hours worked for that week. Any discrepancy identified in the weekly statement must be remedied prior to inclusion on the applicable month's invoice or payment may be delayed pending resolution.

Books and records must contain all the following information:

- 16.1** Employee timesheets and assignment roster.
- 16.2** Incidents/complaint reports written and received by Contractor.
- 16.3** Company policies and procedures.
- 16.4** Employee records.





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Contractor must provide the preceding information in both written hard copy along with an electronic version to the City. The hard copy shall act as backup documentation to the electronic version and records must be kept from the commencement date of this Contract throughout the term of this Contract.

**17. LIQUIDATED DAMAGES:** The ADR may impose on Contractor the following liquidated damages on a per-observed violation basis.

1	Posting security sensitive PHX-related comments or photos on any website including social media websites.	\$275 per violation
2	Steering customers to a specific ground transportation operator for personal gain or favors.	\$275 per violation
3	Sleeping on duty.	\$275 per violation
4	Unauthorized use of City property, including official documents, badges, keys, or equipment.	\$275 per violation
5	Falsifying official reports or documents.	\$275 per violation
6	Disclosing any official or security sensitive information without written permission from the ADR.	\$275 per violation
7	Accepting or soliciting anything of value in connection with official duties.	\$275 per violation
8	Using uniforms or other official identification media for other than official business while on or off duty.	\$275 per violation
9	Found responsible for a notice of violation under the Airport Rules and Regulations.	\$275 per violation

According to Section 23 (Liquidated Damages) of Section III (Special Terms and Conditions), Contractor agrees that all the above violations shall result in the City incurring damages that are impractical or impossible to determine. Contractor agrees that the above monetary assessments are reasonable approximations of such damages.

Prior to the imposition of a liquidated damage charges, Contractor will be notified in writing. The City’s notice shall include a brief narrative apprising Contractor of the time, place, and nature of the violation(s), shall set forth those facts in the possession of the City substantiating the violation, and afford an opportunity for Contractor to respond. The response will be evaluated by the ADR and the finding of a violation upheld or reversed is the ADR’s sole discretion. Contractor’s failure to respond within the specified time will be deemed an admission that the violation occurred. If the unsatisfactory condition is not corrected or corrective action initiated, as appropriate, liquidated damages shall be applied.



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All sums payable by Contractor under this Section shall be due and payable within thirty (30) calendar days after the notice of violation was mailed or from the date the appeal was upheld. All sums unpaid after thirty (30) days shall be delinquent and subject to a delinquent account fee in an amount set by Phoenix City Code Section 4.7. If Contractor refuses to pay the sums due under this Section, including the delinquent account fee, this Contract may be suspended until payment is received or this Contract may be terminated for default.

**18. NON-ASSIGNABILITY:** This Contract is in the nature of a personal services agreement and Contractor shall have no power to assign its rights and delegate its obligations under this Contract without the prior written consent of the City. Any attempt to assign or delegate without the City's prior written consent shall be void.

**19. AIRPORT SECURITY PLAN:** The City has implemented an Airport Security Plan ("Plan") in a form acceptable to the TSA pursuant to Title 49 Code of Federal Regulations. The City reserves the right to modify that Plan from time to time, as it deems necessary to accomplish its purposes. Contractor shall at all times comply with the Plan and defend, indemnify and hold harmless the City from any violations of the Plan caused, or alleged to have been caused, by the acts, errors, or omissions of Contractor or its employees, agents, invitees, or contractors.

**20. LAW ENFORCEMENT:** Nothing in this Contract shall be construed as restricting the functions or activities of authorized law enforcement officers. Contractor shall cooperate with the City in the enforcement of state law and municipal ordinances.

**21. RIGHT TO AMEND:** If the United States government, acting through the TSA, FAA, or any other agency requires modification of this Contract as a condition to the grant or funds for airport improvement, then Contractor agrees to such modification and will execute any document reasonably required to provide evidence of such agreement.

**22. RULES AND REGULATIONS:** The City reserves the right to promulgate such operating rules and regulations as it deems necessary to maintain safe, adequate, and efficient facilities to the public. Contractor shall abide by Airport Rules and Regulations.

Contractor shall observe and comply with all federal, state, county, and local laws, ordinances, and regulations that apply to its operations or to the operation, management, maintenance, or administration of PHX now in effect or hereafter promulgated. Contractor must provide the City with any permit, license, or other evidence of compliance with such laws upon request.

**23. PROFESSIONAL COMPETENCY:** Contractor represents that it is familiar with the nature and extent of this Contract, the services, and any conditions that may affect its performance under this Contract. Contractor further represents that it is fully experienced and properly qualified, complies with all applicable license requirements, and is equipped, organized, and financed to perform such services.



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Services provided by Contractor shall be performed in a manner consistent with that level of care and skill ordinarily exercised by members of Contractor's profession currently practicing in the same industry under similar conditions. Acceptance or approval by the City of Contractor's work shall in no way relieve Contractor of liability to the City for damages suffered or incurred arising from the failure of Contractor to adhere to the previously mentioned standard of professional competence.

**24. OFFICE SPACE:** The ADR will assist the Contractor with identifying office space and/or potential locations suitable for the placement of a mobile office unit. Office space on PHX property may be provided on a space-available basis and the Contractor may be asked to relocate at any time. The Contractor will not be reimbursed for any upgrades it has made to office space in the event of any relocation. All office support equipment will be supplied by the Contractor. The Contractor shall maintain its office and other work areas in a clean and orderly manner at all times. If the Contractor desires additional space than what is provided, then Contractor is responsible to pay all additional costs incurred.

**25. CITY OF PHOENIX EQUIPMENT:** If Contractor is issued City equipment, then Contractor shall take appropriate measures to ensure that no damage results to that equipment. Contractor is responsible for the security of the equipment and for repairs of any damage caused to the satisfaction of the City and at no cost to the City. If any equipment cannot be repaired, then Contractor is responsible to pay for the replacement cost of the equipment. At the end of the Contract term, all City-issued equipment shall be returned to the City in good condition and with a documented inspection by both parties. Contractor is responsible to pay for the replacement of any missing equipment.

**26. EVALUATION CRITERIA:** In accordance with Administrative Regulation, 3.10, Competitive Sealed Proposal, awards shall be made to the responsive and responsible Offeror whose Offer is determined in writing to be the most advantageous to the City based upon the evaluation criteria listed below. The evaluation factors are listed in the relative order of importance.

<b>A. Method of Approach</b>	<b>350 Points</b>
<b>B. Qualifications and Experience of Management Team</b>	<b>275 Points</b>
<b>C. Qualifications and Experience of Firm</b>	<b>225 Points</b>
<b>D. Fee Schedule</b>	<b>150 Points</b>
<b>Total Available Points</b>	<b>1000 Points Maximum</b>

**26.1 Method of Approach (Tab 1 – 350 Points):** Offeror must include a narrative statement detailing their approach and ability to satisfy the requirements of the scope of work.

All the following items must be submitted for evaluation:



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Operations Plan and Staffing Plan (not to exceed 20 pgs.)  
Transition Plan (not to exceed 15 pgs.)  
Phase Out Plan (not to exceed 10 pgs.)  
Recruitment/Retention Plan (not to exceed 10 pgs.)  
Training Plan (not to exceed 10 pgs.)  
Customer Service Plan (not to exceed 15 pgs.)  
Americans with Disability Act (ADA) Sensitivity (not to exceed 5 pgs.)  
Ethics Plan (not to exceed 5 pgs.)

**26.2 Qualifications and Experience of Management Team (General Manager and Assistant General Manager) (Tab 2 – 275 Points):** Offer must provide an Executive Summary (not to exceed 5 pages) in narrative form to identify and introduce the local general manager and assistant general manager who will be directly responsible for compliance with this Contract.

The Executive Summary must demonstrate all the following: (1) describe how the Management Team will execute the scope of work requirements of this solicitation, (2) the type and number of years of experience for each manager relating to management experience operating a commercial passenger vehicle dispatch and curb monitoring service, including resumes for each member of the Management Team (not to exceed 2 pages), (3) the type and number of years of experience for each manager, including supervisory experience, general leadership roles, general management, and customer service in a 24-hour, 7-day a week operation, ground transportation dispatch, and curb monitoring service at a medium and/or large hub primary airport, and (4) the length of time the Management Team members have been employed by Offeror and the length of time they have worked together.

**26.3 Qualifications and Experience of Firm (Tab 3 – 225 Points):** Offeror must provide an Executive Summary in narrative form (not to exceed 5 pages) to communicate and demonstrate the following: Offeror's experience in providing ground transportation dispatch and curb monitoring services demonstrating the ability to accomplish the scope of work, ground transportation dispatch experience at any medium and/or large hub airport, size of ground transportation commercial passenger vehicle dispatch and curb monitoring operations, and the number of employees.

**26.3.1 References:** Offeror must provide any combination of three (3) medium- or large-hub primary airport references, preferably of similar size to PHX. Offeror must have provided substantially similar services to those described in this Scope of Work to each reference within the past three (3) years. The following must be provided for each reference:

- Name of organization



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- Current point of contact information (name, title, phone number, and email)
- Brief description of services provided
- Dates of services provided

### **26.4 Fee Schedule (Tab 4 – 150 Points)**

**26.4.1** For physical offers (in-person/mailed), this tab must include a hard copy **and** electronic copy (portable drive). Both the hard copy **and** electronic copy must be submitted in a separate, sealed, opaque envelope from the rest of the submittal documents.

**26.4.2** For electronic offers (emailed), this tab **must** be a separate electronic file in a folder separate from the rest of the submittals documents and must be unlocked and not password protected.



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### SECTION VI – SUBMITTALS

1. Select one of the offer submission methods below. For both methods, refer to Section I – Instructions, Paragraph 12 – Submission of Offer for detailed instructions. This Offer will remain in effect for 180 calendar days from the opening date and is irrevocable unless it is in the City’s best interest to release the Offer.

#### 1.1. Hard Copy Offer (In-Person / Mailed)

1.1.1. Submit one original, one copies, and one electronic copy (portable drive) of your Offer and all other required documentation.

1.1.2. Please do not lock the electronic copy with password protection so that the City may digitally incorporate the successful Offer into the awarded Contract.

1.1.3. Submit only the Submittal Section as your Offer and all other required documentation. **Do not submit a copy of the entire solicitation document.**

#### 1.2. Electronic Offer (Emailed)

1.2.1. Submit the Submittal Section and all other required documentation by email to [avn.solicitations@phoenix.gov](mailto:avn.solicitations@phoenix.gov) and copy [kyle.brack@phoenix.gov](mailto:kyle.brack@phoenix.gov).

1.2.2. Please do not lock the electronic copy with password protection so that the City may digitally incorporate the successful offer into the awarded Contract.

1.2.3. Submit only the Submittal Section and all other required documentation. **Do not submit a copy of the entire solicitation document.**

### 2. OFFER SUBMITTAL FORMAT:

The Offer must be:

- Typewritten for ease of evaluation.
- Signed by an authorized representative of the Offeror.
- Submitted with contact information for the individual(s) authorized to negotiate with the City.
- Submitted with a table of contents and tabbed per the following major sections:

**Tab 1 Method of Approach**

**Tab 2 Qualifications and Experience of Management Team**

**Tab 3 Qualifications and Experience of Firm**

**Tab 4 Fee Schedule**

**Tab 5 Entire Submittal Section**

**Tab 6 Signed Addenda**



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### 3. COSTS AND PAYMENTS:

**3.1 PAYMENT TERMS & OPTIONS:** Offerors must choose an option, if a box is not checked, the City will **default to 0% - net 45 days**:

- Offeror offers a prompt payment discount of either \_\_\_\_\_% - 30 days or 0% – 45 days - to apply after receipt of invoice or final acceptance of the products (invoice approval), whichever date is later, starts the 30 days. If no prompt payment discount is offered, the default is 0%, net 45 days; effective after receipt of invoice or final acceptance of the products, whichever is later. **Payment terms offering a discount will not be considered in the price evaluation of your offer.**
- Offeror may be paid immediately upon invoice approval, if enrollment is made to the Single Use Account (SUA) Program, administered by the City’s servicing bank (“Bank”). By checking this box, the Offeror accepts transaction costs charged by their merchant bank and agrees not to transfer to the City those extra charges. The City will not pay an increase in our services for the SUA charges; if an audit uncovers an upcharge for the SUA charges the Offeror will owe the City all costs. The Offeror may opt-out of the SUA program once, but then may not rejoin during the same Contract term. **For more information about the SUA program or to enroll, send email to [mailbox.sua@phoenix.gov](mailto:mailbox.sua@phoenix.gov).**



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4. Fee Schedule:

4.1 Offerors must submit pricing for the entire Fee Schedule with all items completed. The City does not intend to multi-award a split contract. Offerors not completing the entire Fee Schedule will be deemed non-responsive and their offer rejected.

4.2 The Grand Total (All or None), Estimated Weekly Hours, and Total Weekly Price will be used for evaluation purposes only and does not reflect the total aggregate Contract value. The Billable Hourly Rate will be the contracted pricing.

4.3 Any additional charges or fees such as fuel surcharges, delivery charges, overtime, set-up, shipping and handling, etc. will not be paid. All costs must be incorporated in the Fee Schedule per item 20, Miscellaneous Fees, of Section III – Special Terms and Conditions.

Table with 5 columns: Item No., Position Title, Billable Hourly Rate, Estimated Weekly Hours, Total Weekly Price. Rows include General Manager, Assistant General Manager, On-Site Supervisor (Taxi and Curb Monitor), Ground Transportation (Curb Monitor and Dispatcher), and a Grand Total row.

5. EMERGENCY 24-HOUR SERVICE CONTACT

Name \_\_\_\_\_

Telephone Number \_\_\_\_\_

Alternate Contact \_\_\_\_\_

Telephone Number \_\_\_\_\_





**SECTION VI – SUBMITTALS**

**CITY OF PHOENIX  
Aviation Department  
2485 E. Buckeye Road,  
Phoenix, AZ 85034**

**6. MINIMUM QUALIFICATIONS:** Offerors must meet the minimum qualifications listed in Section 15. Minimum Qualifications of Section I – Instructions. By checking “Met”, the Offeror certifies that each requirement is fully satisfied. Offerors not completing and/or not meeting the Minimum Qualifications in full may be deemed non-responsive.

**6.1** Offeror must have a minimum of (4) years of continuous experience within the last five (5) years in Ground Transportation Dispatch and Curb Monitoring Services, and preferred to have been conducted at a medium and/or large hub primary airport.

MET  NOT MET

List specific companies, dates, and contact information below to demonstrate the Offeror meets this minimum qualification:

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**SECTION VI – SUBMITTALS**

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**6.2** General Manager must have a minimum of (4) years of continuous experience within the last seven (7) years of supervisory experience and a track record of leadership positions in general management, preferably in Ground Transportation Dispatch and Curb Monitoring Services.

General Manager must have a minimum of three (3) years providing customer service at a 24 hours per day, 7 days per week operation.

MET  NOT MET

List specific companies, dates, and contact information below to demonstrate the Offeror meets this minimum qualification:

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**6.3** Assistant General Manager must have at minimum of three (3) years of continuous experience within the last five (5) years of supervisory experience, preferably in Ground Transportation Dispatch and Curb Monitoring Services.

Assistant General Manager must have a minimum of two (2) years providing customer service at a 24 hours per day, 7 days per week operation.

MET  NOT MET

List specific companies, dates, and contact information below to demonstrate the Offeror meets this minimum qualification:

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**SECTION VI – SUBMITTALS**

**CITY OF PHOENIX  
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Phoenix, AZ 85034**

**OFFER**

**TO THE CITY OF PHOENIX** - The undersigned hereby offers and agrees to furnish the material and or services in compliance with all terms, conditions, specifications, and addenda issued as a result of a solicitation.

Arizona Sales Tax No. \_\_\_\_\_  
Use Tax No. for Out-of-State Suppliers \_\_\_\_\_  
City of Phoenix Sales Tax No. \_\_\_\_\_  
Arizona Corporation Commission File No. \_\_\_\_\_

Taxpayer’s Federal Identification No.: If recommended for Contract award, Offeror agrees to provide its federal taxpayer identification number or as applicable its social security number to the City for the purposes of reporting to appropriate taxing authorities, monies paid by the City under the awarded Contract. If Offeror provides its social security number, the City will only share this number with appropriate state and federal officials. This submission is mandatory under 26 U.S.C. § 6041A.

Enter City’s Registration System ID Number  
Located at City’s eProcurement website (see  
SECTION I – INSTRUCTIONS - CITY’S  
REGISTRATION)

Offeror has read, understands, and will fully and faithfully comply with this solicitation, its attachments, and any referenced documents. Offeror certifies that the prices offered were independently developed without consultation with any other Offeror or potential Offerors.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company Name and Type  
(LLC, Inc., Sole Proprietor)

\_\_\_\_\_  
Printed Name and Title  
(Member, Manager, President)

Address \_\_\_\_\_  
City, State, and Zip Code \_\_\_\_\_  
Telephone Number \_\_\_\_\_  
Company’s Fax Number \_\_\_\_\_  
Company’s Toll Free # \_\_\_\_\_  
Email Address \_\_\_\_\_



**SECTION VI – SUBMITTALS**

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**ACCEPTANCE OF OFFER**

The Offer is hereby accepted.

The Contractor is now bound to sell the materials or services listed by this Contract and based upon the solicitation, including all terms, conditions, specifications, amendments, etc. and the Contractor’s Offer as accepted by the City.

This Contract shall henceforth be referred to as Contract No.\_\_\_\_\_. The Contractor has been cautioned not to commence any billable work or provide any material or service under this Contract until Contractor receives purchase order, or contract documentation.

**CITY OF PHOENIX**

An Arizona municipal corporation  
JEFFREY BARTON, City Manager

\_\_\_\_\_  
Michael D. Hughes  
Deputy Aviation Director  
City of Phoenix Aviation Department

Date:\_\_\_\_\_

Attest:

\_\_\_\_\_  
City Clerk

Approved as to form this 19<sup>th</sup> day of January 2017. This document has been approved as to form by the City Attorney and is on file with the City Clerk. It need not be submitted to the City Attorney for approval unless the form document is altered.

2327617



**SECTION VI – SUBMITTALS**

**CITY OF PHOENIX  
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2485 E. Buckeye Road,  
Phoenix AZ 85034**

This form must be signed and submitted to the City and all questions must be answered (or N/A) or your Offer may be considered non-responsive.

1. Name of person submitting this disclosure form.

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First	MI	Last	Suffix
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2. Contract Information

Solicitation # or Name:

3. Name of individual(s) or entity(ies) seeking a contract with the City (i.e. parties to the Contract)

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4. List any individuals(s) or entity(ies) that are owners, partners, parent, sublessees, joint venture, or subsidiaries of the individual or entity listed in Question 3. Please include all Board members, executive committee members and officers for each entry. If not applicable, indicate N/A.

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5. List any individuals or entities that will be subcontractors on this Contract or indicate N/A.

- Subcontractors may be retained, but not known as of the time of this submission.
- List of subcontracts, including the name of the owner(s) and business name:

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**SECTION VI – SUBMITTALS**

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6. List any attorney, lobbyist, or consultant retained by any individuals listed in Questions 3, 4, or 5 to assist in the Offer or seeking the resulting contract. If none, indicate N/A.

**7. Disclosure of Conflict of Interest:**

**A. City Code Section 43-34**

Are you aware of any fact(s) with regard to this solicitation or resulting Contract that would raise a “conflict of interest” issue under City Code Section 43-34?

“An elected City official or a City employee shall not represent any person or business for compensation before the City regarding any part of a procurement, including any resulting contract, if during the time the elected official is or was in office or the employee is or was employed by the City such elected official or employee played a material or significant role in the development of the solicitation, any other part of the procurement, or the contract award.”

- I am not aware of any conflict(s) of interest under City Code Section 43-34.
- I am aware of the following potential or actual conflict(s) of interest:

**B. ARS Sections 38-501 et. Seq. & City Charter Chapter 11**

State law and the Phoenix City Charter and Code prohibit public officers or employees, their close relatives, and any businesses they, or their relatives, own from (1) representing before the City any person or business for compensation, (2) doing business with the City by any means other than through a formal procurement, and (3) doing business with the City without disclosing that the person has an interest in the contract. This prohibition extends to subcontracts on City contracts and also applies to parent, subsidiary, or partner businesses owned by a public officer or employee. See A.R.S. Sections 38-501 through 38-511, for more information (City Charter, Chapter 11, applies the state conflict-of-interest law to City employees).



## SECTION VI – SUBMITTALS

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Please note that any contract in place at the time a person becomes a public officer or employee may remain in effect. But the contract may not be amended, extended, modified, or changed in any manner during the officer's or employee's city service without following city administrative regulations.

Are you aware of any fact(s) with regard to this Contract that would raise a "conflict of interest" issue under A.R.S. Sections 38-501 through 38-511 (See Arizona Revised Statutes regarding conflict of interest at [www.azleg.gov](http://www.azleg.gov)).

- I am not aware of any conflict(s) of interest under Arizona Revised Statutes Sections 38-501 through 38-511.
- I am aware of the following conflict(s) of interest:

### 8. Acknowledgements

#### A. Solicitation Transparency Policy – No Contact with City Officials or Staff During Evaluation

- I understand that a person or entity who seeks or applies for a City contract, or any other person acting on behalf of that person or entity, is prohibited from contacting City officials and employees regarding the contract after a solicitation has been posted.
- This "no-contact" provision only concludes when a Contract is awarded at a City Council meeting. If contact is required with City official or employees, the contact will take place in accordance with procedures by the City. Violation of this prohibited contacts provision, set out in City Code Sections 2-190.4 and 43-36, by respondents, or their agents, will lead to **disqualification**.



**SECTION VI – SUBMITTALS**

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**B. Fraud Prevention and Reporting Policy**

- I acknowledge that the City has a fraud prevention and reporting policy and takes fraud seriously. I will report fraud, suspicion of fraud, or any other inappropriate action to: telephone no. 602-261-8999 or 602-534-5500 (TDD); or [aud.integrity.line@phoenix.gov](mailto:aud.integrity.line@phoenix.gov).

The purpose of the fraud policy is to maintain the City's high ethical standards. The policy includes a way for our business partners to report wrongdoing or bad behavior. Suspected fraud should be reported immediately to the Phoenix Integrity Line. The City has adopted a zero-tolerance policy regarding fraud.

**OATH**

I affirm that the statements contained in this form, including any attachments, to the best of my knowledge and belief are true, correct, and complete.  
Should any of the answers to the above questions change during the course of this Contract, particularly as it relates to any changes in ownership, applicant agrees to update this form with the new information within 30 days of such changes. Failure to do so may be deemed a breach of this Contract.

PRINT NAME

TITLE

SIGNATURE

DATE

COMPANY (CORPORATION, LLC, ETC.) NAME and DBA





## SECTION VII – EXHIBITS

CITY OF PHOENIX  
Aviation Department  
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### EXHIBIT A SUPPLEMENTAL TERMS AND CONDITIONS TO ALL AIRPORT AGREEMENTS

#### 1. Definitions

1.1 "Airport" means Phoenix Sky Harbor International Airport, Phoenix Deer Valley Airport, and/or Phoenix Goodyear Airport, according to the context of the contract.

1.2 "Contract" means all City of Phoenix Aviation Department contracts, subcontracts, agreements, leases, subleases, licenses, permits, concessions, and other documents, however denominated, that grant or convey a right or privilege on an Airport and to which this Exhibit is attached.

1.3 "Contractor" means all lessees, sublessees, licensees, permittees, consultants, concessionaires and other persons, firms, or corporations exercising a right or privilege on an Airport pursuant to a Contract and includes Contractor's heirs, personal representatives, successors, and assigns.

1.4 "Premises" means the area of an Airport occupied or used by Contractor pursuant to a Contract.

#### 2. Federal Aviation Administration (FAA) Grant Assurances

##### 2.1 Title VI of the Civil Rights Act of 1964 – Compliance with Nondiscrimination Requirements – 49 U.S.C. § 47123 and FAA Order 1400.11

During the performance of this Contract, Contractor agrees as follows:

**A. Compliance with Regulations.** Contractor will comply with the Title VI List of Pertinent Nondiscrimination Acts and Authorities (as provided in Section 7 below), as it may be amended from time to time, which is incorporated herein by reference and made a part of this Contract.

**B. Nondiscrimination.** With regard to the work performed by it under this Contract, Contractor will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. Contractor will not participate, directly or indirectly, in the discrimination prohibited by the Title VI List of Pertinent Nondiscrimination Acts and Authorities, including employment practices when this Contract covers any activity, project, or program set forth in Appendix B of 49 C.F.R. Part 21.

**C. Solicitations for Subcontracts, Including Procurements of Materials and Equipment.** In all solicitations, either by competitive bidding or negotiation, made by Contractor for work to be performed under a subcontract, including procurements



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of materials or leases of equipment, each potential subcontractor or supplier will be notified by Contractor of Contractor's obligations under this Contract and the Title VI List of Pertinent Nondiscrimination Acts and Authorities on the grounds of race, color, or national origin.

**D. Information and Reports.** The Contractor will provide all information and reports required by the Title VI List of Pertinent Nondiscrimination Acts and Authorities, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the City of Phoenix or the FAA to be pertinent to ascertain compliance with the Title VI List of Pertinent Nondiscrimination Acts and Authorities and instructions. Where any information required of Contractor is in the exclusive possession of another who fails or refuses to furnish the information, Contractor will so certify to the City of Phoenix or the FAA, as appropriate, and will set forth what efforts Contractor has made to obtain the information.

**E. Sanctions for Noncompliance.** In the event of Contractor's noncompliance with the nondiscrimination provisions of this Contract, the City of Phoenix will impose such Contract sanctions as it or the FAA may determine to be appropriate, including:

(i) Withholding payments to Contractor under this Contract until Contractor complies, and/or

(ii) Cancelling, terminating, or suspending this Contract, in whole or in part.

**F. Covenant Running with the Land.** Contractor for itself and its heirs, personal representatives, successors, and assigns, as a part of the consideration for this Contract, hereby covenants and agrees that, in the event facilities are constructed, maintained, or otherwise operated on the property described in this Contract for a purpose for which a FAA activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, Contractor will maintain and operate such facilities and services in compliance with all requirements imposed by the Nondiscrimination Acts and Regulations listed in the Title VI List of Pertinent Nondiscrimination Acts and Authorities (as may be amended) such that no person on the grounds of race, color, or national origin will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities. In the event of a breach of any of the above Nondiscrimination covenants, the City of Phoenix will have the right to terminate this Contract and to enter, re-enter and repossess the property and facilities thereon and hold the same as if this Contract had never been made or issued.

**G. Incorporation of Provisions.** Contractor will include the provisions of paragraphs A through F in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Title VI List of Pertinent Nondiscrimination Acts and Authorities, the Regulations, and directives issued pursuant thereto. Contractor will take action with respect to any subcontract or procurement as the City of Phoenix or the



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FAA may direct as a means of enforcing such provisions, including sanctions for noncompliance, provided, however, that if Contractor becomes involved in, or is threatened with litigation by a subcontractor or supplier because of such direction, Contractor may request the City of Phoenix to enter into any litigation to protect the interests of the City of Phoenix. In addition, Contractor may request the United States to enter into the litigation to protect the interests of the United States.

### **2.2 General Civil Rights Provisions – 49 U.S.C. § 47123**

**A. Sponsor Contracts.** Contractor agrees to comply with pertinent statutes, executive orders, and such rules as are promulgated to ensure that no person shall, on the grounds of race, creed, color, national origin, sex, age, or disability, be excluded from participating in any activity conducted with or benefiting from federal assistance. This provision binds Contractor and subtier contractors from the bid solicitation period through the completion of this Contract. This provision is in addition to that required of Title VI of the Civil Rights Act of 1964.

**B. Sponsor Lease Agreements and Transfer Agreements.** Contractor agrees to comply with pertinent statutes, executive orders, and such rules as are promulgated to ensure that no person shall, on the grounds of race, creed, color, national origin, sex, age, or disability, be excluded from participating in any activity conducted with or benefiting from federal assistance, including Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If Contractor transfers its obligations to another, then the transferee is obligated in the same manner as Contractor. This provision obligates Contractor or its transferee for the period during which the property is owned, used, or possessed by Contractor and the City of Phoenix remains obligated to the FAA. This provision is in addition to that required by Title VI of the Civil Rights Act of 1964.

### **2.3 Economic Nondiscrimination – 49 U.S.C. § 47107**

In any Contract under which a right or privilege on the Airport is granted to a Contractor to conduct or to engage in any aeronautical activity for furnishing services to the public, Contractor shall:

**A.** Furnish its services on a reasonable, and not unjustly discriminatory basis to all users of the Airport, and

**B.** Charge reasonable, and not unjustly discriminatory prices for each unit or services, provided that Contractor may be allowed to make reasonable and non-discriminatory discounts, rebates, or other similar types of price reductions to volume purchasers. Non-compliance with this requirement shall be a material breach of this Contract for which the City of Phoenix shall have the right to terminate this Contract and any estate created herewith without liability therefor or, at the election of the City of Phoenix or the United States shall have the right to judicially enforce said requirement.



## SECTION VII – EXHIBITS

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### **2.4 Disadvantaged Business Enterprise Requirements – 49 C.F.R. Part 26**

**A. Contract Assurance (§ 26.13).** To the extent that this Contract is covered by 49 C.F.R. Part 26, Contractor agrees that this Contract is subject to the requirements of the U.S. Department of Transportation regulations at 49 C.F.R. Part 26. Contractor or its subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Contract. Contractor shall carry out applicable requirements of 49 C.F.R. Part 26 in the award and administration of DOT-assisted contracts. Failure by Contractor to carry out these requirements is a material breach of this Contract, which may result in the termination of this Contract or such other remedy as the City of Phoenix deems appropriate, which may include (i) withholding monthly progress payments, (ii) assessing sanctions, (iii) liquidated damages, and/or (iv) disqualifying Contractor from future bidding as non-responsible. Contractor agrees to include the foregoing statement in any subsequent contract that it enters into and cause those businesses to similarly include the statement in further agreements.

**B. Prompt Payment (§ 26.29).** Contractor agrees to pay each subcontractor under this Contract for satisfactory performance of its contract not later than seven (7) days from the receipt of each payment Contractor receives from City of Phoenix. Contractor agrees further to return retainage payments to each subcontractor within seven (7) days after the subcontractor's work is satisfactorily completed. Any delay or postponement of payment from the above-referenced time frame may occur only for good cause following written approval of the City of Phoenix. This clause applies to both DBE and non-DBE subcontractors.

### **2.5 Airport Concessions Disadvantaged Business Enterprise Requirements – 49 C.F.R. Part 23**

**Contract Assurance (§ 23.9).** To the extent that this Contract is a concession agreement covered by 49 C.F.R. Part 23, Contractor agrees that it will not discriminate against any business owner because of the owner's race, color, national origin, or sex in connection with the award or performance of any concession agreement, management contract, or subcontract, purchase or lease agreement, or other agreement covered by 49 C.F.R. Part 23. Contractor agrees to include the above statements in any subsequent concession agreement or contract covered by 49 C.F.R. Part 23 that it enters into and cause those businesses to similarly include the statements in further agreements.

### **2.6 Miscellaneous**

**A.** Contractor agrees that it will undertake an affirmative action plan in conformance with 14 C.F.R. Part 152, Subpart E (Nondiscrimination in Airport Aid Program), to ensure that no person shall on the grounds of race, creed, color, national origin, or sex be excluded from participating in any employment, contracting, or leasing activities covered in 14 C.F.R. Part 152, Subpart E. Contractor assures that no person will be excluded on such grounds from participating in or receiving the services or benefits of any program or activity covered by Subpart E. Contractor further agrees that it will require



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its covered suborganizations to provide assurances to Contractor that they similarly will undertake affirmative action programs and that they will require like assurances from their suborganizations as required by 14 C.F.R. Part 152, Subpart E.

**B.** City of Phoenix reserves the right to further develop, improve, repair, and alter the Airport and all roadways, parking areas, terminal facilities, landing areas, and taxiways, as it may reasonably see fit, free from any and all liability to Contractor for loss of business or damages of any nature whatsoever to Contractor occasioned during the making of such improvements, repairs, alterations, and additions.

**C.** The City of Phoenix reserves the right, but is not obligated to Contractor, to maintain and keep in repair the landing area of the Airport and all publicly-owned facilities of the Airport, together with the right to direct and control all activities of Contractor in this regard.

**D.** Contractor acknowledges that this Contract is subordinate to any existing or future agreement between the City of Phoenix and the United States concerning the development, operation, or maintenance of the Airport. If the FAA or its successors require modifications or changes in the Contract as a condition to obtaining funds for improvements at the Airport or as a requirement of any prior grants, Contractor hereby consents to any and all such modifications and changes as may be reasonably required and agrees that it will adopt any such modifications and changes as part of this Contract.

**E.** This Contract is subordinate to the reserved right of the City of Phoenix and its successors and assigns to occupy and use for the benefit of the public the airspace above the Premises for the right of flight for the passage of aircraft. This public right of flight includes the right to cause in the airspace any noise inherent in the operation of any aircraft through the airspace or in landing at, taking off from, or operating at an Airport.

**F.** Contractor agrees to comply with the notification and review requirements, as required by 14 C.F.R. Part 77 (Safe, Efficient Use, and Preservation of the Navigable Airspace), if future construction of a structure is planned for the Premises or a planned modification of a structure on the Premises. Contractor shall submit the required FAA Form 7460-1 (Notice of Proposed Construction or Alteration) and provide documentation showing compliance with the federal requirements. After the FAA has completed the aeronautical study, Contractor shall provide to the City of Phoenix the FAA determination letter on proposed construction and any impact to air navigation. Contractor covenants for itself and its successors and assigns that it will not erect or permit the erection of any structure or permit the growth of any tree on the Premises above the mean sea level elevation for (1) Phoenix Sky Harbor International Airport, 1,134 feet, (2) Phoenix Goodyear Airport, 968 feet, and (3) Phoenix Deer Valley Airport, 1,476 feet. As a remedy for the breach of the covenant, the City of Phoenix reserves the right to enter the Premises and remove the offending structure or cut the offending tree at Contractor's expense.

**G.** Contractor, by accepting this Contract, covenants for itself and its successors and assigns, that no use will be made of the Premises that might in any manner



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interfere with the landing and taking off of aircraft from the Airport or otherwise constitute a hazard to air navigation. As a remedy for the breach of the covenant, the City of Phoenix reserves the right to enter the Premises and abate the interference at Contractor's expense.

**H.** Contractor agrees that nothing in this Contract may be construed to grant or authorize the granting of an exclusive right within the meaning of 49 U.S.C. § 40103(e) (No exclusive rights at certain facilities).

**I.** This Contract is subordinate to whatever rights the United States now has or in the future may acquire affecting the control, operation, regulation, and taking-over of the Airport or the exclusive or non-exclusive use of the Airport by the United States during a time of war or national emergency.

**J.** If this Contract involves construction, Contractor shall carry out the project in accordance with FAA airport design, construction, and equipment standards and specifications current on the date of project approval.

**K.** Contractor is encouraged to use fuel and energy conservation practices.

### **3. Immigration Reform and Control Act of 1986 (IRCA)**

Contractor agrees that IRCA (Public Law 99-603) applies to it. Contractor shall comply with the provisions of IRCA as it applies to its activities under this Contract and to permit the City of Phoenix to inspect its personnel records to verify its compliance.

### **4. Conflict of Interest**

Contractor agrees that the City of Phoenix may cancel this Contract pursuant to Arizona Revised Statutes (A.R.S.) § 38-511 (Cancellation of political subdivision and state contracts).

### **5. Legal Worker Requirements**

The City is prohibited by A.R.S. § 41-4401 from awarding an agreement to any contractor who fails, or whose subcontractors fail, to comply with A.R.S. § 23-214(A) (Verification of employment eligibility; e-verify program). Therefore, Contractor agrees that:

**A.** Contractor and each subcontractor it uses warrants their compliance with all federal immigration laws and regulations that relate to their employees and their compliance with § 23-214(A).

**B.** A breach of warranty under paragraph A above shall be deemed a material breach of this Contract and is subject to penalties up to and including termination of the Agreement.



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**C.** The City of Phoenix retains the legal right to inspect the papers of Contractor or its subcontractor employees who work on this Contract to ensure that Contractor or its subcontractors are complying with the warranty under paragraph A above.

### **6. City of Phoenix Equal Employment Opportunity Requirement**

**6.1** If Contractor is by this Contract a supplier to or lessee of the City, then the requirements of the Phoenix City Code, Chapter 18, Article V applies, including the agreement that:

“Any supplier/lessee in performing under this Contract shall not discriminate against any worker, employee or applicant, or any member of the public, because of race, color, religion, sex, national origin, age, or disability, nor otherwise commit an unfair employment practice. The supplier and/or lessee shall ensure that applicants are employed, and employees are dealt with during employment without regard to their race, color, religion, sex, national origin, age, or disability, and shall adhere to a policy to pay equal compensation to men and women who perform jobs that require substantially equal skill, effort, and responsibility, and that are performed within the same establishment under similar working conditions. Such action shall include but not be limited to the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff, or termination; rates of pay or other forms of compensation; and selection for training; including apprenticeship. The supplier further agrees that this clause will be incorporated in all subcontracts with all labor organizations furnishing skilled, unskilled and union labor, or who may perform any such labor or services in connection with this Contract.”

Supplier/lessee further agrees that this clause will be incorporated in all subcontracts, job-consultant agreements or subleases of this Contract entered into by supplier/lessee.

If the supplier/lessee employs more than 35 employees, the following language shall be included as the last paragraph to the clause above:

“The supplier/lessee further agrees not to discriminate against any worker, employee or applicant, or any member of the public, because of sexual orientation or gender identity or expression and shall ensure that applicants are employed, and employees are dealt with during employment without regard to their sexual orientation or gender identity or expression.”

**6.2 Documentation.** Suppliers and lessees may be required to provide additional documentation to the Equal Opportunity Department affirming that a nondiscriminatory policy is being utilized.



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**6.3 Monitoring.** The Equal Opportunity Department shall monitor the employment policies and practices of suppliers and lessees subject to this Section 3 as deemed necessary. The Equal Opportunity Department is authorized to conduct on-site compliance reviews of selected firms, which may include an audit of personnel and payroll records, if necessary.

### **7. Title VI List of Pertinent Nondiscrimination Acts and Authorities**

During the performance of this Contract, Contractor agrees to comply with all federal, state, and local nondiscrimination laws, rules, and regulation, including the following:

- A.** Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d) (prohibits discrimination on the basis of race, color, or national origin).
- B.** 49 C.F.R. Part 21 (Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964).
- C.** The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. §§ 4601, *et seq.*) (prohibits unfair treatment of persons displaced or whose property has been acquired because of federal or federal aid programs and projects).
- D.** Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. §§ 701, *et seq.*), as amended (prohibits discrimination on the basis of disability), and 49 C.F.R. Part 27 (Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance).
- E.** The Age Discrimination Act of 1975, as amended (42 U.S.C. §§ 6101, *et seq.*) (prohibits discrimination on the basis of age). Airport and Airway Improvement Act of 1982 (49 U.S.C. § 47123), as amended (prohibits discrimination based on race, creed, color, national origin, or sex).
- F.** The Civil Rights Restoration Act of 1987 (Public Law 100-209) (broadened the scope, coverage, and applicability of Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973 by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the federal-aid recipients, sub-recipients, and contractors, whether the programs or activities are federally funded or not).
- G.** Titles II and III of the Americans with Disabilities Act of 1990 (42 U.S.C. §§ 12101, *et seq.*), which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities as implemented by U.S. Department of Transportation





## SECTION VII – EXHIBITS

**CITY OF PHOENIX**  
**Aviation Department**  
**2485 E. Buckeye Road,**  
**Phoenix, AZ 85034**

regulations at 49 C.F.R. Part 37 (Transportation Services for Individual with Disabilities) and Part 38 (Americans with Disabilities Act Accessibility Specification for Transportation Vehicles).

**H.** Executive Order 12898 (Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations), which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations.

**I.** Executive Order 13166 (Improving Access to Services for Persons with Limited English Proficiency) and resulting agency guidance and national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100).

**J.** Title IX of the Education Amendments of 1972 (20 U.S.C. §§ 1681, *et seq.*), as amended, which prohibits you from discriminating because of sex in education programs or activities.

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Revised 2/1/19



**SECTION VII – EXHIBITS**

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**EXHIBIT B**

**CURB MONITORING OPERATING HOURS**

**Taxi Operation**

Curb	Saturday	Daily Hours	Sunday	Daily Hours	Monday	Daily Hours	Tuesday	Daily Hours	Wednesday	Daily Hours	Thursday	Daily Hours	Friday	Daily Hours	
T4 N	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	
T4 S	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	
T3 N	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	
Dispatcher	24 Hours	24	24 Hours	24	24 Hours	24	24 Hours	24	24 Hours	24	24 Hours	24	24 Hours	24	
Taxi Supervisor	24 Hours	24	24 Hours	24	24 Hours	24	24 Hours	24	24 Hours	24	24 Hours	24	24 Hours	24	<b>Weekly Total</b>
<b>Total</b>		96.75		96.75		96.75		96.75		96.75		96.75		96.75	677.25

**Rideshare Operation**

Curb	Saturday	Daily Hours	Sunday	Daily Hours	Monday	Daily Hours	Tuesday	Daily Hours	Wednesday	Daily Hours	Thursday	Daily Hours	Friday	Daily Hours	
T4 N	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	
T4 N Additional	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	
T4 S	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	
T4 S Additional	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	
T3 S	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	
Rideshare Supervisor	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	0715-2330	16.25	<b>Weekly Total</b>
<b>Total</b>		97.5		97.5		97.5		97.5		97.5		97.5		97.5	682.5