Design and Construction Standard Operating Procedures

Concessions Projects (C-SOP)

O'Hare International Airport
Midway International Airport

Chicago Department of Aviation
Revised June, 2020
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Definitions

In addition to the terms defined elsewhere, the following words, phrases, when capitalized, have the following meanings:

“Airport” refers to O’Hare International Airport (ORD) and/or Midway International Airport (MDW).

“Airport Concession Program Handbook” refers to the manual created by CDA to coordinate operations of the Concession location with the CDA, including inspections, daily operations, and construction.

“As-Built Drawings” refers to the drawings that document on-site changes to the original construction documents. The initial plan markups are submitted by the General Contractor to the Architect of Record for submission to CDA. These drawings are required by Chicago Department of Aviation as part of the close out documentation package.

“Business Day” refers to a measurement of time that typically is a day in which normal business is conducted Monday through Friday; excluding Saturday, Sunday and City of Chicago holidays for all documentation and design submittals.

“Chicago Department of Aviation” (CDA) refers to the managing entity for the Airports on behalf of the City of Chicago.

“CDA CAD / BIM Standards” refers to the standards created by the Chicago Department of Aviation describing requirements for drawings

“CDA’s Coordinating Architect of Design and Construction” refers to the designee appointed by the CDA to oversee the design creation and review process. This entity may also be involved in the review of the construction process to ensure coordination with the design.

“CDA Concessions” (CDA-C) refers to the department within CDA responsible for the oversight of the concessions program or it’s Concessions Management Representative (CMR)

“CDA Point of Contact” (CDA POC) refers to a designee assigned by CDA to oversee the development of the construction project on behalf of CDA.

“CDA Project Number” refers to the CDA project identification number that is required to be included on all correspondence and applications submitted throughout the design and construction process.

“CDA Construction Safety Manual” refers to the manual, as amended from time to time, created by The City of Chicago, to incorporate health and safety regulations as the responsibility of the Contractor working on airport premises. See Exhibit D.5

“CDA Safety” refers to any party working for, or on behalf of, the CDA in regard to safety, security, or similar airport operations.

“Chicago Department of Public Health” (CDPH) refers to the City of Chicago entity responsible for enforcing Chicago Health Codes, by performing inspections and administering permits. “Concessionaire” refers to the leaseholder or tenant in the business of selling products or services to the public.

“Concessionaire Point of Contact” (Concessionaire POC) refers to any party working on behalf of a concessionaire; which will include architects and their engineers and consultants (POC Architect), and the general contractors and their subcontractors (POC Contractor).

“Concessions” refers to non-rental car concession businesses at the Airport selling products or services to the public.

“Concessions Design Guidelines for Midway” refers to the guidelines established by the CDA regarding overall design intent and to provide quality, material, signage, lighting and system standards for concessions development at Chicago Midway International Airport (MDW).

“Concessions Design Guidelines for O’Hare” refers to the guidelines established by the CDA regarding overall design intent and to provide quality, material, signage, lighting and system standards for concessions development at Chicago O’Hare International Airport (ORD).
“Concessions Management Representative” (CMR) refers to the entity or entities retained by the CDA to assist in overseeing Concessions, including construction of Improvements at the airport.

“Construction Services” refers to the portion of the project involving construction, including but not limited to trade labor, material purchase, equipment purchase, tool or equipment rentals, support services such as safety monitoring, clean up labor, delivery costs, taxes, etc. that directly results in a code compliant concession location.

“Department of Buildings” refers to the City of Chicago entities responsible for enforcing Chicago Building Codes, by performing inspections and administering permits including the Ventilation Department, Electrical Department, Plumbing Department, and New Construction Department.

“Design and Construction Standard Operating Procedures; Concessions Projects” (C-SOP) refers to the guidelines established by CDA and CDA Concessions as the process by which all Concessions projects are reviewed and approved.

“Design Documents” refers to the documents that illustrate and describe the project design by defining scope, relationships, forms, size and appearance of the project with specifications, plans, sections, elevations, perspectives, typical sectional details, diagrams and equipment layouts.

“Liquor License” refers to the City of Chicago entity responsible to enforce the Chicago Liquor Licensure by performing inspections and administering permits.

“Pre-Construction Meeting” refers to the mandatory meeting held prior to project construction.

“Project’s Digital Design Coordinator” (DDC) refers to the Concessionaire’s architect’s and engineer’s point of contact for document exchange. Multiple members of the design team may have password access, but only the DDC should contact the CDA POC if follow up coordination is required.

“Project Initiation Letter” (PIL) refers to the concessionaire’s formal letter submittal to CDA Design and Construction requesting a CDA Project Number. The Project Initiation Letter should clearly define the project and scope. Please refer to Exhibit A for a list of items to be included in the PIL.

“Professional Services” refers to the portion of the project involving design, coordination, or post-construction work including but not limited to design, code review, project or program coordination, etc. that is associated with, but not necessarily required for the concession location. Note that work performed by an employee of the Concessionaire does not count as Professional Services.

“Retail Management System” (RMS) refers to the CDA’s secure concessions portal, AirportWare™ Software Suite, for Capital Program Management, Lease Management, Aviation Statistics, and Facilities Inspection.

“Review Comments Form” refers to the CDA template used to document all reviewing parties’ comments regarding the drawing submittal.

“Review and Conditions Letter” refers to the document that is issued by CDA and used at all submittals throughout the drawing review process as a communication and response tool between review parties and the Concessionaire.

“The Sustainable Airport Manual (SAM™)” refers to the manual created by CDA to incorporate and track sustainability in administrative procedures, planning, design and construction, operations and maintenance, and concessions and tenants with minimal impact to project schedules or budgets.
Introduction

O'Hare and Midway International Airports are owned by the City of Chicago and operated by the Chicago Department of Aviation (CDA). As a department within the City of Chicago, CDA is responsible for the management of the Airports, including the concessions program, and accordingly CDA reserves the right to review and approve the construction or modification of any Concession on Airport property.

For O'Hare International Airport official addresses and site map refer to:
- **Exhibit 1**: O'Hare International Airport Official Addresses and Site Map(s)

For Midway International Airport official addresses and site map refer to:
- **Exhibit 2**: Midway International Airport Official Addresses and Site Map

The procedures, submission requirements, and deadlines set forth in this C-SOP document are mandatory and may only be waived in unique circumstances upon written approval by CDA Concessions. CDA reserves the right to modify the requirements at any time.

The Concessionaire shall provide evidence of professional services throughout all stages of work. All project documentation shall be prepared, signed, and stamped by a licensed design professional. Throughout the design process the Concessionaire is to utilize the most sustainable design practices in the industry with reference to the Sustainable Airport Manual (SAM™) to the extent dictated in the Concessionaire's signed Lease and License Agreement. The CDA, through its Design and Construction Division & CDA Concessions, reviews, oversees, and approves design and work for all new construction, renovation, and remodeling projects at the Airports.

### Project oversight varies based on milestones

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### Development and Design Process Overview

The concept development and design process has been established to provide a systematic and organized process by which a concessions concept and design are reviewed and approved by CDA Concessions. It should be noted that field verification is mandatory for all projects.

**STEP 1.0: Project Initiation**

**1.1: Concept Proposal and Design Presentation**

In order to begin a remodel project, store renovation or concept change, CDA Concessions must approve the proposed project and/or concept. The Concessionaire’s concept design should include spatial relationships or models as necessary to describe the image and function of the project for CDA’s review. CDA Concessions will be available to assist with the presentation scheduling.
The Concessionaire must provide the following items at the Conceptual Design presentation:

1) Site Plan
2) Concept plan
3) Proposed terminal, concourse and requested square footage,
4) The existing to remain or newly proposed lease line
5) Design perspectives / renderings (illustrative images)
6) Design plans / elevations
7) Proposed materials / finish board (to be mailed to the address below)
8) Preliminary overall project schedule
9) Preliminary construction budget
10) Sample menu

The concepts documents should be submitted via email to:

**O'Hare International Airport Contacts**
Chicago Department of Aviation
Aviation Administration Building
Attn: Deputy Commissioner Concessions
10510 West Zemke Rd.
Chicago, IL 60666
Email: ordretailconstruction@cityofchicago.org

**Midway International Airport Contacts**
Chicago Department of Aviation
Aviation Administration Building
Attn: Deputy Commissioner Concessions
10510 West Zemke Rd.
Chicago, IL 60666
Email: mdwretailconstruction@cityofchicago.org

These items will be reviewed by CDA Concessions for completeness. The Concessionaire will be contacted via email or hard copy letter with review results within ten (10) These items will be reviewed by CDA Concessions for completeness. The Concessionaire will be contacted via email or hard copy letter with review results within ten (10) business days of the Concept presentation with comments and direction regarding items that need revisions or enhancements, and that should be addressed before the Concessionaire moves forward to submit a Project Initiation Letter.

### 1.2: Project Initiation Letter

When CDA Concessions issues written approval for the conceptual design, the Concessionaire shall submit to CDA’s Coordinating Architect of Design and Construction, a Project Initiation Letter (PIL) on Concessionaire’s or Concessionaire’s Architect’s letterhead. Within ten (10) business days of receiving the PIL, CDA will send a “Response to Project Initiation Letter” to the Concessionaire with comments and direction regarding the required number of and completion level of design submittals, along with the assigned CDA Project Number which must be included on all future project correspondence and submittals including permits.

CDA’s Coordinating Architect of Design and Construction will determine if the scope of work requires a CDA Project Number as well as a full design and construction review. At that time, it is also determined if compliance with the SAM™ is required. Not all projects will be assigned a CDA Project Number or must be SAM™ compliant. Based on the construction scope and duration, some projects may be eligible to proceed through CDA’s eForm system (for more information on eForms see Step 5). All Concessionaire questions, concerns, or requests for information or project coordination should be directed to the CDA POC.

For a list of required documentation to include in the PIL refer to:

- **Exhibit A**: Project Initiation Letter Submittal Check List

Please refer to **Step 1.1** for where O’Hare and Midway Pre-Construction Submittals should be sent.
Once the PIL has been received and acknowledged, the project owner and/or representative is responsible and required to provide the following project documentation and electronic documentation to the CDA Concessions POC:

- Project written reports pertaining to all Design Reviews, Pre-Construction, Construction and Post-Construction updates e-mailed to the CDA POC as requested. The project owner and/or representative is to ensure all project meetings be attended by a project representative. Please refer to Step 6.6 for further information.

1.3: Sustainable Airport Manual (SAM™)

The Concessionaire is required to submit a Sustainable Airport Manual (SAM™) Checklist. The Designer will complete and submit a checklist for the SAM™ Terminal Occupants – Design & Construction Chapter (SAM™ TO-DC Credits 1.0 to 6.0) and include all relevant supporting documentation. Be advised that the Terminal Occupants – Operations & Maintenance (CT-OM) checklist is not required for construction projects (all projects would need to submit a checklist). Please refer to link below:

[Link to SAM™ Manual]

End of STEP 1

STEP 2.0: Design Review

All projects require review by CDA Concessions. The Concessionaire’s design professional shall perform code review to determine what permits are required. If it is determined that the scope of work does not require permit(s), the design professional shall provide this determination in writing to CDA Concessions. Otherwise, building permits are issued by the Department of Buildings. CDA encourages the Concessionaire to allow ample schedule time to acquire the required building permits. Please note that if a sign construction permit is required, it can only be obtained by a licensed sign contractor. All projects are to conform and comply with all applicable CDA standards.

2.1: Concessionaire and Concessionaire’s Consultants’ Responsibilities

The Concessionaire is ultimately responsible for all work designed, approved and constructed in the Airport by its vendors and consultants.

2.2: Design Overview

The design review process includes design drawing, review, and approval. The project design timeline will vary based on multiple factors, such as scope of work, existing conditions, drawing completeness at time of submittal, and/or as dictated by CDA.

Please note:

- CDA’s design review requires a minimum of fifteen (15) business days.
- Concessionaire’s design professional is allotted thirty (30) business days after receipt of CDA comments to submit the next drawing package.
The Concessionaire will receive a “Review and Conditions Letter” that either approves the submittal with qualifications, “Reviewed as Noted” or a “Revise and Resubmit”.

2.3: Design Submittals

The Concessionaire will submit to the CDA’s Coordinating Architect of Design and Construction, at the 30%, 60%, 90%, and 100% design completion levels, or other completion level combinations based upon review and completeness of the initial and follow-up submittals. Less complex projects may be approved to deviate from this requirement, which will be addressed in CDA’s “Response to Project Initiation Letter”.

The Concessionaire is required to prepare and submit architectural and engineering drawings, material samples, specifications, lighting schedule and catalog cuts, display fixture and equipment plans, and other technical data as necessary to create a complete design package. The submittal must be in accordance with General Procedures and as described in the Concession Lease and License Agreement.

1) The design drawing documents shall be prepared by design professionals licensed to practice in the State of Illinois.

2) Particular attention should be given to the non-combustible classification of the building, related flame spread ratings and smoke development classification of materials. Documentation should demonstrate compliance with these requirements.

3) Concessionaire documentation for all submissions shall be provided in imperial measurement at the following suggested minimum scales:
   a) Key plans; 1/32" = 1'-0", with the location of the space clearly identified by the column line designation.
   b) Floor plans, reflected ceiling plans, merchandising plans, interior elevations, sections and related details; 1/4" = 1'-0".
   c) Passenger traffic flow diagrams (queuing) and adjacency plans at 1/8" = 1'-0".
   d) Storefronts, signage, logos and lettering, in elevation, section or detail; 1/8" = 1'-0".
   e) Sample boards identifying all proposed materials, 11" x 17" panel minimum, include legend.
   f) Sample boards identifying photos for all proposed furniture and lighting fixtures, 11" x 17" panel minimum, include legend.
   g) Renderings 11" x 17" or larger for presentation, provide 11" x 17" hand-out copies to be distributed to the attendees.

4) All drawings shall be submitted in accordance to CDA CAD / BIM Standards. Electronic submittals will also be accepted in AutoCAD format or the current CDA standard format. A complete set of PDFs is also required as part of each Concessionaire design submission. During design development, at the Concessionaire’s request, CDA will make available known as-built files.

5) Concessionaire and design team to relay existing condition findings to CDA Facilities for review and approval before submitting the 30% design submittal. An in-person meeting maybe required. The CDA POC will help facilitate a meeting date and time.

2.4: Concessionaire and CDA Signage

Sign design documents must be submitted for review and approval by CDA separate from the phase submittals. Each project must include an illuminated storefront sign. Where it is applicable a blade sign may also be included. Design documents for the signage must express the image, location, specifications, materials, and dimensions. All signage, with or without electrical components, require a sign permit from the Department of Buildings; which can only be obtained by a licensed sign contractor.
The Concessionaire must inform the CDA Concessions POC if the project requires airport owned signage removal or modification. A walk through with CDA Concessions will be scheduled to ensure adequate time will be allotted for the required airport owned sign work to occur during the construction phase. Any CDA signage needing to be removed or relocated within the project area must be performed by CDA. If CDA signage is located within the project area, the Concessionaire must include specifications in the construction documents, detailing steps to be taken by the contractor to adequately protect all CDA signage to ensure it is not damaged during construction.

2.5: Review Comments

CDA’s Coordinating Architect of Design and Construction will distribute a blank “Review Comments Form” form to the appropriate review team. This document will be distributed as an Excel Workbook file and will only be used by the reviewer for their comments. After all comments have been made, each reviewer will send back their comments to the CDA’s Coordinating Architect of Design and Construction.

The designer is to provide written line item responses to all comments in the workbook file. This process will repeat for each review phase, as designated in the CDA’s “Response to Project Initiation Letter”.

Please refer to:
- Exhibit B: Submittal Review Comments Form Concessions

2.6: Response to Comments

The Concessionaire is required to respond to all review comments listed on the Review Comments Form, as well as any issues identified in the “Review and Conditions Letter”. The spreadsheet column titled “Concessionaire Response” must be completed and accompany the preceding design submittal. Failure to do so will affect the design review process timeline. Concessionaire must respond to all review comments, in writing and submit within or no less than three (3) business days prior to the request for a Pre-Construction Meeting.

2.7: Requests for Information

Concessionaire questions, concerns or requests for information or project coordination should be directed to the CDA Concessions POC.

2.8: Requests for As-Built Drawings

The Concessionaire, their architect and/or engineer may submit an as-built drawing request from CDA for use in their design. Use the link below “Document Request Form” and submit it to the CDA for approval. As-built drawings will not be available until the form is signed by CDA. The Concessionaire, their architect and/or engineer will be notified by the CDA if and when the drawings are available. Please refer to:
- Exhibit B.1: CDA Standard Electronic Document Request Form

2.9: Requests for CDA Design Standards Variance

The Concessionaire, their architect and/or engineer may submit a request for a variance to the CDA Design Standards. Use the link below to access the “Designer’s Request for CDA Design Standards Variance” form. The variance must be reviewed and approved by CDA Design and Construction. Please refer to:
- Exhibit B.2: Designer’s Request For CDA Design Standards Variance Form
2.10: 30% Schematic Design (SD) Submittal

The 30% SD submittal illustrates further development of the Concessionaire’s design concept. The 30% SD should respond to the feedback given during the Concept Design Presentation and include, at a minimum, more definitive spatial relationships, updated perspectives, plans, elevations, sections, and overall dimensions and other illustrative materials critical to describing the development of the project.

Work required outside the Concessionaire’s lease/license line should be clearly identified on all drawings and communicated directly to the CDA POC. Designs must also specify affected Airport base building structure or utilities, including but not limited to: advertising space, public telephones, vending devices, internet kiosks, charging stations, AED’s, fire extinguishers, signage, public address speakers, mechanical, electrical, plumbing, fire protection equipment, etc.

For a detailed list of 30% SD Submittal refer to:
- Exhibit C: 30% Schematic Design (SD) Submittal Check List

2.11: CDA Review and Response to 30% SD Submittal

The CDA will provide a “Review and Conditions Letter” as well as a Review Comments Form (see Steps 2.5 and 2.6), which is used for all submittals throughout the design review process between CDA review parties and the Concessionaire’s architect or design professional.

The letter will include the following information:
1) Identify the project status as “Reviewed as Noted” or “Revise and Resubmit”.
2) Provide comments and direction regarding the proposed scope of work and design submittals.
3) If applicable, display the assigned CDA Project Number.
4) Determine if the project will require (SAM™) compliance.

2.12: 60% Design Development (DD) Submittal

The 60% DD drawings further enhance the previous submittals and should include: architectural, structural, mechanical, electrical, plumbing, fire protection, and equipment demolition plans as well as MEP existing conditions, floor and reflected ceiling plans, elevations, sections, details, specifications, system diagrams, and structural load calculations. Additionally, this submittal should include meter locations: water, gas and electrical. The 60% DD drawings should convey the full scope of work and all impacts to the Airport base building and adjacent spaces. The Concessionaire, their architect and/or engineer may also be required to attend coordination meetings with CDA to present and clarify the submittal documents.

For a detailed list of 60% DD Submittal refer to:
- Exhibit C.1: 60% Design Development (DD) Submittal Check List
- Exhibit C.2: Electrical Submittal Check List
- Exhibit C.3: Mechanical, Fire Protection & Plumbing Submittal Check List

2.13: Additional Submittals

CDA Concessions or CDA Design and Construction may determine that the proposed design is more complex and will require an intermediate design review, page turn with the CDA, or site walkthrough to confirm all concerns and questions are sufficiently resolved. The CDA will identify in the 60% “Review and Conditions Letter” that an additional submittal is required and will list the reasons for the request before continuing to the next major phase.
The additional submittal(s) must address the issues identified by CDA. The Concessionaire is encouraged to schedule a coordination meeting with CDA to discuss the issues identified. See Step 2.15 for where to send Design submittals via email and hardcopies. All submittals to include the project number and design submittal phase on the email subject line i.e. THXXX.19-00 Concession’s Project Name 60% Submission

2.14: Compliance Overview

All Concessionaires are required to comply with the City of Chicago construction compliance rules, city residency requirement and certified payroll requirements. See Step 9 for more information.

2.15: 90% Construction Document (CD) Submittal

The 90% CD drawings further enhance the previous submittals and should include: specifications, signage details and locations, and additional mechanical, electrical, fire protection, and plumbing details. With the 90% submittal, comments should include minimal outstanding issues that need to be incorporated into the 100% CDs.

For a detailed list of 90% CD Submittal refer to:
- Exhibit C.4: 90 and 100% Construction Document (CD) Submittal Check List

O'Hare International Airport Contacts
CDA Aviation Administration Building
Attn: Coordinating Architect, Design and Construction
10510 West Zemke Rd.
Chicago, IL 60666
cc: ordretailconstruction@cityofchicago.org

Midway International Airport Contacts
CDA Aviation Administration Building
Attn: Coordinating Architect, Design and Construction
10510 West Zemke Rd.
Chicago, IL 60666
cc: mdwretailconstruction@cityofchicago.org

End of STEP 2

STEP 3.0: Final CDA Document Review and Conditional Approval to Construct

3.1: Final CDA Document Submittal

When the documents are 100% complete, the Concessionaire will need to submit the final documents to CDA for review. If approved, CDA will issue a “Review and Conditions Letter” with a “Reviewed as Noted” status to the Concessionaire, and if applicable, a separate letter to the City of Chicago, Department of Buildings, indicating the construction documents have been reviewed and approved, allowing for the start of the permit application process.

For a detailed list of 100% CD Submittal refer to:
- Exhibit C.4: 90 and 100% Construction Document (CD) Submittal Check List

3.2: Pre-Permitting Drawing Set Review and Response

The Concessionaire is required to respond to all review comments listed on the Review Comments Form throughout all design phases. The Concessionaire is to submit a Pre-Permitting Drawing Set for CDA review and approval prior to applying for the project required permits. If any or all review comments have not been incorporated into the Pre-Permitting Drawing Set, the set will not receive approval and/or no construction activities are able to take place until all review comments are incorporated.
3.3: Applying for Permit with the Chicago Department of Buildings

Following approval of 100% CDs, the project is bid and construction contracts are awarded. It is necessary for the awarded contractor to apply for the required permits from the City of Chicago’s Department of Buildings, and any other applicable state and federal authority. The Concessionaire must coordinate the method, process and schedule for the permit application submittals as well as coordinate conduction of final inspections. It is the Concessionaire’s sole responsibility to follow-up on the permit issuance process. Note, the Description of Work on the permit must include the associated terminal (i.e. Terminal 2), the closest gate (i.e. E4), the project name and, if applicable, CDA project number.

A list of required work permits is located on the Department of Buildings website. Please note that when a sign construction permit is required, it can only be obtained by a licensed sign contractor.

All Chicago Department of Buildings permit applications and submittals are fully electronic and available via the City’s online system “E-Plan” at the following website: https://www.chicago.gov/city/en/depts/bldgs

3.4: Self-Certification

The Self-Certification Permit Program simplifies the building permit process for eligible residential, business and mercantile and small assembly projects where the Architect of Record takes full responsibility for code compliance. The Department of Buildings plan reviews are eliminated by allowing the Professional of Record to certify that the permit drawings comply with the Chicago Building Code. The Professional of Record must have prepared and sealed the permit drawings, completed DOB’s Self-Certification Training Class, and hold an active Self-Certification registration. Structural work cannot be self-certified.

For more information please visit: Chicago Dept. of Buildings Self Certification Program

End of STEP 3

STEP 4.0: Pre-Construction

4.1: Pre-Construction Meeting

The Concessionaire POC shall request a Pre-Construction Meeting through CDA as directed in the final CDA review comments. All Pre-Construction documents must be compiled, and electronic copies sent to the CDA prior to scheduling the Pre-Construction Meeting. The Pre-Construction Meeting can be scheduled no sooner than three (3) business days after the final pre-construction document is received.

CDA or the CDA POC will schedule a Pre-Construction Meeting and notify the Concessionaire of the meeting time and location. At the Pre-Construction Meeting, the Concessionaire and their representatives should be prepared to answer any questions regarding the required documentation and the proposed construction. If applicable, the General Contractor must provide proof that the barricade graphic has been produced and is ready for installation; the barricade and graphic must be installed within (7) seven business days from the start of construction. The Pre-Construction Meeting will NOT take place until MBE/WBE Compliance Plans have been reviewed and accepted by the CDA. Please refer to Step 9 for more information on compliance.
At the conclusion of the pre-construction meeting, CDA will determine if the documentation and Concessionaire’s response to any questions are complete and, if so, CDA will issue a letter authorizing construction to start. Note that an eForm must also be submitted and approved before construction can start. Please refer to Step 5 for more information on the eForm.

4.2: Pre-Construction Documentation

It is the Concessionaire’s POC’s responsibility to compile and submit the required documentation in a timely manner in order to maintain the overall project schedule. The list of required documents can be found in Exhibit D. Allow two (2) to four (4) weeks to acquire badging, vehicle permits, building permits and other necessary pre-construction documentation, identified below. Processes for all required Airport badges and permits must be completed for every employee/worker and vehicle involved in the project before work begins. Construction will NOT begin until all required documentation has been submitted and reviewed by the CDA POC.

Pre-Construction document submittal shall include the following: one (1) full size hard copy set of stamped approved plans by the Department of Buildings, one (1) half size set of stamped approved plans by the Department of Buildings, and one (1) PDF of stamped plans approved by the Department of Buildings.

The Pre-Construction Documentation includes the following:

- **Exhibit D**: Pre-Construction Meeting Check List
- **Exhibit D.1a or D.1b**: Pre-Construction Meeting Form
- **Exhibit D.2**: FAA Approved 7460 Forms – FAA Letter of Determination
- **Exhibit D.3**: Impact to CDA Security and TSA Approval
- **Exhibit D.4**: Certificate of Insurance (COI)
- **Exhibit D.5**: General Contractor Safety, CDA Construction Safety Manual & Safety Manager Credentials
- **Exhibit D.6**: Safety and Security Plan
- **Exhibit D.7 & D.8**: Incident Notification Plan
- **Exhibit D.9**: Building Permit (example)

4.3: Logistics

The General Contractor must develop a logistic plan prior to the Pre-Construction Meeting. The logistic plan should identify the following:

1. **Hours of Construction are 10:00 PM to 5:00 AM**, unless approved otherwise by the CDA.
2. Obtain employee/worker and vehicle badging, employer/worker information, authorization form and permits. (See Exhibits D.10 & D.11)
3. Identify dock location for deliveries / Determine dumpster locations. (See Exhibit D.12 & D.13)
4. Determine site access / Elevator matrix & maps. (See Exhibits D.14 - D.17)
5. Vehicle Access Form - Airfield (See Exhibit D.18)
7. Create a detailed project schedule that identifies all work phasing
8. Identify, any building systems that will be required to be shutdown
9. All material storage and staging areas, should be off site or within the barricaded concession area; and
10. Contractors and Sub-Contractors new to the Airport are required to perform an onsite facilities training. The CDA POC will facilitate a meeting date time

Please refer to Step 2.15 for where O’Hare and Midway Pre-Construction Submittals should be sent.
4.4: Pre-Construction Meeting Attendance

The following is a list of required attendees: Concessionaire and/or Owner’s representative(s); General Contractor’s, Project Manager, Superintendent, and Safety Manager. Concessionaire’s design consultant’s attendance is optional. The CDA Concessions POC will notify all Airport stakeholders necessary to attend the meeting.

End of STEP 4

STEP 5.0: Notice to Airport User Form (eForm)

5.1: Notice to Airport Users Form (eForm)

For all construction projects, the Concessionaire is required to submit a Notice to Airport User Form. The Concessionaire shall register or login to the online Notice to Airport Users Form at https://eforms.cityofchicago.org/uforms and create a project start up form indicating scope, start and completion dates. Additional User Forms required during the course of construction will be discussed at the Pre-Construction Meeting. All User Forms must be submitted at least three (3) business days in advance of the anticipated start of construction to allow adequate time for review. Select the link below to learn more about how to submit a Notice to Airport Users Form for O’Hare International Airport and Midway International Airport. The eForm must be approved by the CDA before the Concessionaire can begin construction.

ORD Quick Reference Guide
MDW Quick Reference Guide

Any work on the fire protection system within the tenant space which requires a fire protection shutdown should have a separate user form submitted and follow the CDA fire shutdown procedures.

Any work on the domestic water service within the tenant space which requires partial domestic water service shutdown should have a separate user form submitted and follow the CDA domestic water service shutdown procedures.

End of STEP 5

STEP 6.0: Construction

6.1: Site Maintenance / Construction Administration

All permits, user forms, emergency contact directory, and construction alerts shall be prominently displayed in a locked glass display cabinet 30” high by 36” wide approved by the CDA. One full size stamped set of drawings and the original permit must be kept on site at all times.

6.2: Building Inspections

Department of Buildings Inspection Bureau will be conducting inspections throughout construction. Contractors must request inspections of ventilation, electrical, plumbing, and new construction on all projects with issued building permits, regardless of scope, for both rough and final inspections. Failure to request these inspections may result in
suspension or revocation of the permit, and issuance of citations by the Chicago Department of Buildings for violation of licensing requirements against the General Contractor and subcontractors.

Chicago Department of Buildings inspections shall be scheduled via the on-line inspection scheduling system at [www.cityofchicago.org/buildings](http://www.cityofchicago.org/buildings). All requests for rough and final Chicago Department of Buildings inspections should be requested at least fourteen (14) business days in advance.

If needed, contact the Department of Buildings Inspection Bureaus by phone as listed below:

- Ventilation Department – (312) 743-3573
- Electrical Department – (312) 743-3622
- Plumbing Department – (312) 743-3572
- New Construction Department – (312) 743-3531

In addition, contractors must offer the terminal manager and building engineer an opportunity to perform an inspection at demolition, rough, and final phases. The Concessionaire shall contact the CDA Concessions POC to coordinate these inspections.

### 6.3: Chicago Department of Public Health Inspections and Liquor License

Food establishments and retail establishments serving food require a health inspection to be conducted by the Chicago Department of Public Health (CDPH). Concessionaires applying for a liquor license require a separate inspection coordinated by the Business Affairs and Consumer Protection Department, in addition to the Department of Buildings inspections. For both inspections, allow one (1) to three (3) weeks to schedule and obtain a final inspection and certificate.

Please note, the construction barricade cannot be removed until applicable licenses and inspections are complete.

- PDF of the Health Inspection Approval and supporting documentation must be supplied and sent to CDA Concessions prior to store opening.


### 6.4: Safety and Security Plan

All contractors and subcontractors and the work they perform are subject to the CDA Construction Safety Manual. Each project requires an onsite full time Safety Manager who is solely responsible to monitor job site safety and security (See Exhibit D.5 for more details).

Please refer to link below:

- CDA Construction Safety Manual

CDA Safety will perform site safety walkthroughs during construction to ensure all work is being performed per the CDA Construction Safety Manual. CDA Safety and the CDA POC have the authority to stop work if unsafe conditions or practices are observed.
6.5: Demolition

Prior to demolition, pre-construction photos must be taken, documenting all of the existing conditions. Failure to provide photo documentation of the existing conditions before construction will result in the contractor and Concessionaire assuming responsibility for all damages and perceived damage to existing base building materials. Damaged materials must be repaired or replaced at the contractor's and/or Concessionaire’s expense. Once demolition is complete, the CDA terminal manager, the CDA building engineer, and CDA POC shall perform a site inspection prior to the start of construction.

Core drilling, cutting of floors, walls or roofs may be required for tenants needing plumbing and/or additional mechanical HVAC provisions. Under no circumstances shall the Concessionaire or its contractor(s), at any time be permitted to drill or cut conduit, pipe sleeves, chases or duct equipment openings in the floor, columns, walls or roofs of the structure without prior review and acceptance of the proposed locations and sizes by the CDA’s structural consultant. The Concessionaire is required to x-ray or scan the area prior to beginning work utilizing a 3D ground penetrating radar and will provide a copy of x-ray / scan results to CDA. Scan / x-ray to be submitted via eForm three (3) business days prior to performing coring or drilling work.

6.6: Construction Meetings and Reporting

During construction, the General Contractor is required to provide the following project documentation and electronic documentation to the CDA Concessions POC:

1) Minutes from a weekly contractor led meeting (in person or via telecom) including the project owner and/or representative and CDA POC, at an agreed location (project site or POC conference room).
2) A weekly status summary report describing the progression of the work. The weekly status report must contain at a minimum the following:
   - Project title
   - Project number
   - Forecasted / actual start / completion date(s)
   - What construction occurred since the last weekly report
   - Revised three (3) week “Look Ahead” construction task schedule (CDA Design and Construction / CDA Concessions will determine if applicable to a given project)
   - What issues occurred and / or are projected
   - At least three (3) photos taken daily to document in-progress installation of materials
   - Other items as requested by CDA
3) A revised overall schedule when necessary
4) All Issued for Construction Drawings (IFC), addenda to the permit drawings, and resolved RFIs as they become available

6.7: Non-Compliance and Unauthorized Construction

Non-compliance or construction that deviates from the approved permit documents without CDA’s prior written approval may be just cause for CDA to order work stoppage until corrective measures are taken and compliance is obtained. Any cost or claims due to this work stoppage shall be borne by the Concessionaire and the General Contractor.

End of STEP 6
STEP 7.0: Substantial Completion

7.1: Substantial Completion Notification

The General Contractor shall notify the CDA POC a minimum of seven (7) business days prior to the anticipated substantial completion date to request a site inspection project completion walk through. The construction space must be clean and all tools and surplus materials must be removed from the site or the walk through will be canceled. Mandatory attendance at the walk through includes: Concessionaire and/or Owner’s Representative(s), and the General Contractor’s Project Manager and Superintendent. The CDA POC will notify the CDA terminal manager, the CDA building engineer, the CDA Project Manager, and any other attendees identified during the Pre-Construction meeting or as deemed necessary. The items listed below are required to support the substantial completion walk through process:

1. The Concessionaire’s architect should compile their punch list items. The Concessionaire or concessionaire’s architect will provide a copy of their punch list to CDA for review prior to the walk through.
2. The concessionaire will receive final CDPH and Department of Buildings inspector’s approval before the substantial completion walk through.
3. The substantial completion walk through must occur 5-10 business days prior to concessions opening.

7.2: Final Walk Through and Punch List

At the substantial completion walk through, the General Contractor will conduct a brief meeting to distribute and discuss the punch list items that they have identified and the proposed date of substantial completion. The General Contractor and Concessionaire must show proof of all final Department of Buildings and CDPH inspections, Certificate of Occupancy, Business and Liquor licenses and Certificate of Insurance. If a Certificate of Occupancy is required as determined by the Department of Buildings, it will need to be submitted to the CDA prior to any occupancy of the renovated or newly constructed space. It is the Tenant’s responsibility to arrange for inspection by the Department of Buildings for the Certificate of Occupancy. The Concessionaire should identify meter locations to be properly labeled and provide the meter number and the room name of meter location(s).

After all attendees have completed the walk through, the parties will reassemble to discuss their punch list items with the Concessionaire and General Contractor. CDA Concessions will review the Concessionaire’s architect’s punch list and relay any additional items identified during the substantial completion walk through on a separate punch list. Any punch list items that are noted as critical and thus require immediate correction will be identified during the substantial completion walk through. The concessions location cannot open until these critical punch list items have been corrected.

Within five (5) business days after the substantial completion walk through, the Concessionaire, Concessionaire’s architect, and/or the contractors will consolidate all agreed upon punch list items and issue via e-mail, a composite formal punch list. This list will be distributed to all parties invited from the substantial completion walk through. The Concessionaire’s architect will also submit their substantial completion letter to the CDA.

Depending on issues presented, CDA will determine which option below is acceptable.

For Retail Concessions:

1. Concessionaire may proceed to stock, train, and open their concession, while non-critical punch list repairs continue.
2. Concessionaire may stock and train for their concession but cannot open until the identified critical punch list items are corrected.
(3) Concessionaire may NOT stock, or train for, or open their concession until the identified critical punch list items are corrected.

For Food and Beverage Concessions:

(1) Concessionaire may proceed to train, furnish, and prep their food and beverage, while non-critical punch list repairs continue.
(2) Concessionaire may proceed to train, furnish, and prep their food and beverage but cannot open until the identified critical punch list items are corrected.
(3) The Concessionaire may NOT furnish, prep, or train for their facility until the identified critical punch list items are corrected.

CDA Concessions will review and then issue a response/acceptance letter back to the Concessionaire or Concessionaire’s architect after receipt of the substantial completion letter. The concession location cannot open until they have received CDA Concession’s notice to open.

The Concessionaire will track the completion of the punch list and periodically send CDA the list of completed and outstanding punch list items (with reason for incomplete items and lead times for materials not immediately available).

Please note, the construction barricade may not be removed without written approval from CDA Concessions.

The General Contractor is to complete the punch list items within thirty (30) business days of the initial walk through or as dictated in the Concessionaire’s signed Lease and License Agreement.

If after thirty (30) business days, the punch list items remain incomplete CDA may elect to:
- Impose a fine of $200 per item, per day, until the work is finished.

If after sixty (60) business days, the punch list items remain incomplete CDA may elect to:
- Hire contractors to complete the work at the Concessionaire’s expense.

The punch list completion tracking document will be sent to CDA Concessions for review within the thirty (30) business day period after the substantial completion walk through takes place. All punch list items should be resolved to the satisfaction of CDA or include an agreed upon completion schedule.

7.3: Business License and Certificate of Insurance

Prior to opening, the Concessionaire must obtain a Business License from the City of Chicago Business Affairs & Consumer Protection Department (BACP) City Hall, Room 805, 121 N. LaSalle St, 60602.

Concessionaire is also responsible for providing a current Certificate of Insurance per the Concessionaire’s signed Lease and License Agreement.

- PDF of the Business License must be sent to CDA Concessions prior to store opening.


7.4: ComEd Verification of Meter(s)

Prior to opening, the Concessionaire must reference the meter #, and provide its tax ID and billing mailing address. For more information call (877) 426-6331.
7.5: Open for Business

After written approval has been obtained from CDA Concessions, the construction barricade may be removed no earlier than the evening prior to the concession’s opening.

- Please refer to the ‘Airport Concession Program Handbook’ for other operational procedures as dictated in the Concessionaire’s signed Lease and License Agreement.

End of STEP 7

STEP 8.0: Project Closeouts

8.1: Close Out Documents

The Concessionaire’s architect and engineer of record must transmit to the CDA POC as dictated in the Concessionaire’s signed Lease and License Agreement all architectural and engineering “As-Built Documents”. If no time period is specified, then the “As-Built Documents” must be submitted within thirty (30) business days. The items listed below are required to support maintenance of accurate facility records and future construction. The Concessionaire must submit two (2) copies of the below documents on CD and (1) full size hard copy:

1) One (1) full size hard copy As-Built Documents, including the General Contractor’s redline mark-ups and clouding construction changes

2) One (1) CD / DVD of CAD files either in AutoCAD and/or BIM format – all CAD files to be submitted per CDA BIM standards

3) One (1) CD / DVD of all image files in PDF format

4) If applicable, one (1) PDF of the finalized SAM™ Construction Checklist

5) If applicable, one (1) PDF of all Operating and Maintenance Manuals (O&M Manual) for equipment being maintained by the CDA

6) One (1) PDF of the General Contractor’s, and if applicable, subcontractor’s, manufacturer’s, and equipment warranties

7) One (1) PDF of all the specifications

8) One (1) PDF of the Building Permit (both sides) with all required rough and final inspection signoffs

9) If applicable, PDFs of the preventative maintenance schedules listing:
   (a) the systems and equipment that require preventative maintenance
   (b) scope of maintenance to be performed
   (c) frequency
   (d) clarification on which entity is responsible for maintenance

Closeout and Warranty documents should be both emailed and one (1) full size hard copy sent to O’Hare or Midway Airport, see address below:

O’Hare International Airport Contacts
CDA Aviation Administration Building
Attn: Coordinating Architect, Design and Construction
10510 West Zemke Rd.
Chicago, IL 60666
cc: ordretailconstruction@cityofchicago.org

Midway International Airport Contacts
CDA Aviation Administration Building
Attn: Coordinating Architect, Design and Construction
10510 West Zemke Rd.
Chicago, IL 60666
cc: mdwretailconstruction@cityofchicago.org
In addition, the following close out documents must be transmitted to the CDA POC as dictated in the Concessionaire’s signed Lease and License Agreement. If no time period is specified, then the documents must be submitted within sixty (60) business days

1) PDFs containing the Concessionaire’s Sworn Statement of Improvement Costs, and all final lien waivers, including change orders.
2) PDFs containing the General Contractor’s Sworn Statement of Improvement Costs, and all final lien waivers.
3) PDFs containing the Professional Services Contractor’s Sworn Statement of Improvement Costs, and all final lien waivers.

8.2: Final SAM™ Checklist

If applicable, the Concessionaire must submit a final construction SAM™ Checklist that incorporates information on final quantities, contractor submittals, and other SAM™ related data that is incorporated during the construction phase. The Sustainable Review Panel (SRP) will evaluate the final SAM™ checklist and as recognition for participation in the SAM™ Checklist, a Green Airplane Certification will be awarded to the Concessionaire.

8.3: Contractor’s Warranty

The General Contractor must warrant to the City of Chicago and CDA that the work, materials, and equipment furnished and installed under the contract are of good quality and new, and that the work conforms to the requirements of the contract documents. Work not conforming to these requirements, including substitutions not properly approved and authorized, may be considered defective. The Contractor’s warranty shall exclude remedy for damage or defect caused by abuse, modifications, improper or insufficient maintenance and operation, or normal wear and tear, and normal usage, not executed by the contractor.

8.4: Subcontractor’s Manufacturer’s and Equipment Warranties

The General Contractor must ensure that all required subcontractor’s, manufacturer’s, and equipment warranties are passed on to the CDA. The warranties must include the name of the project as designated in the contract documents, project reference number and must be signed by an officer of the company having authority to provide the warranty. Include wording such as “this document serves as a (list duration of the warranty) written guarantee for the work performed, and the material and equipment installed on the above referenced project. This warranty incorporates all provisions of the contract documents that refer or relate to the guarantee. This warranty will commence on the date of the store opening."

During the warranty period, the Contractor must repair and replace at its own expense, all materials or equipment that may develop defects whether these defects may be inherent in the equipment or materials, in the functioning of the piece of equipment, or in the functioning and operation of pieces of equipment operating together as a functional unit. Any equipment or material that is repaired or replaced will have the warranty period extended for a period of one additional year from the date of the last repair.

8.5: Final Notice to Airport Users Form

After the punch list is complete, the General Contractor shall close out the Notice to Airport Users Form by electronically attaching a PDF of the all permits, front and back sides showing the inspector sign-offs. Enter the last day the punch list was completed, and the anticipated submittal date of the General Contractor redlined drawings.
8.6: Final Closeout Notice and Acceptance

After all the closeout documentation has been reviewed and verified complete, CDA will issue a response/acceptance letter.

End of STEP 8

STEP 9.0: Compliance Overview

Throughout the Design and Construction process, the Concessionaire will be responsible for complying with various City of Chicago participation requirements. The Concessionaire will also be responsible for tracking their participation and providing verifying documents to CDA for review.

9.1: City of Chicago Minority and Women Owned Business Participation Rules

In accordance with the Municipal Code of Chicago 2-92-650, or as dictated in the Lease and License Agreement, the City's Minority Owned Business Enterprise Commitment and Women Owned Business Enterprise Commitment in Construction Contracts has set goals of **MBE** participation and **WBE** participation on all contracts.

Please refer to link below for additional information pertaining to this Compliance Rule:

- **Exhibit E.1**: Special Conditions Regarding Minority Owned Business Enterprise Commitment and Women Owned Business Enterprise Commitment in Professional Services
- **Exhibit E.2**: Special Conditions Regarding Minority Owned Business Enterprise Commitment and Women Owned Business Enterprise Commitment in Construction Contracts

**MBE** and **WBE** participation shall be separately documented for Construction Services and Professional Services.

9.2: Required MBE and WBE Documentation

Required compliance documentation will be submitted through the web-based Retail Management System ("RMS") which is the City of Chicago, Department of Aviation's, secure concession's portal. All compliance reporting must be submitted electronically using RMS.

The Concessionaire and General Contractors are required to enter the Compliance Plans, Certified Payroll and Sworn Statements into RMS. Once the Concessionaire selects a Professional Service Contractor and General Contractor, the designated Concessionaire POCs will be provided with RMS log in information. The RMS links and User Guide are listed below. The individual Exhibits E.1 – E.12 listed below should be used as reference only; all required documents must be submitted electronically using RMS.

- **RMS Portal**: [https://www.airportware.com/rms_prod/App_forms/General/Login.aspx](https://www.airportware.com/rms_prod/App_forms/General/Login.aspx)
- **Exhibit E.3**: RMS Construction Compliance User Guide

9.3: MBE and WBE Compliance Plans

Once the Final or 100% Construction Document Submittal is approved by CDA (see **Step 3.0**), and the Concessionaire has selected a General Contractor, then the Concessionaire is required to submit, via RMS, the Concessions’ Compliance Plans: Affidavit of Concessionaire, Affidavit of Prime Contractor for Construction and Affidavit of Prime
Contractor for Professional Services. **Exhibits E.4 – E.7**, which includes a selection of MBE, WBE and Non-Minority Sub-Contractors.

- **Exhibit E.4**: Concession’s Compliance Plan – Affidavit of Concessionaire
- **Exhibit E.5**: Concession’s Compliance Plan – Affidavit of Professional Services
- **Exhibit E.6**: Concession’s Compliance Plan – Affidavit of Prime Contractor

**PLEASE NOTE:**

If at any point during the construction phase of the project, there is a change in MBE or WBE participation, the CDA POC must be immediately notified.

**Resource:**

To aid in outreach efforts to meet or exceed the City of Chicago’s Construction and Professional Services Program goals, a list of City of Chicago certified MBE and WBE firms may be found at:


**MBE and WBE Good Faith Efforts**

If the Concessionaires’ and Prime Contractors’ Compliance Plans fall short of the MBE or WBE Construction Program goals, a Good Faith Efforts form must be included with the submitted Compliance Plans. Good Faith Efforts are achieved by actively soliciting MBE and WBE firms to perform work on the contract in accordance with **Exhibit E.2**: Special Conditions Regarding Minority Owned Business Enterprise Commitment and Women Owned Business Enterprise Commitment in Construction Contracts. The Good Faith Efforts form must contain contact information for not less than *five (5)* MBEs and/or WBEs.

- **Exhibit E.7**: Good Faith Efforts Form

A Compliance Plan may be rejected as non-responsive if the Concessionaire and/or General Contractor fail to submit one or more of the documents (**Exhibits E.4 – E.7**) with the response.

**PLEASE NOTE:**

If a Concessionaire’s and/or General Contractor’s Compliance Plan fails to meet the Construction Program goals for MBE and WBE participation, the project will be delayed and not move toward a Pre-Construction Meeting until either the goal is satisfied or Good Faith Efforts have been demonstrated and approved.

**9.4: City Resident Construction Worker Employment Requirement & Certified Payroll Requirements**

In accordance with the Municipal Code of Chicago 2-92-330 and Article 5 of the Concession Lease and License Agreement, at least 50% of the total construction worker hours worked by persons on the site of the Work must be performed by actual residents of the City and at least 7.5% by project area residents. The Airport will identify the project area for the purposes of calculating project area residents.
The Concessionaire will provide each general contractor bidding on the project with a Compliance Plan (Exhibit E.5) and the “City Resident Construction Worker Employment Requirement” (Exhibit E.8) for use in the bid preparation process.

Once a project has been approved by CDA and construction has commenced, the General Contractor must submit on a weekly basis, the following Certified Payroll Report for all contractors and subcontractors:

- Exhibit E.8: City Resident Construction Worker Employment & Certified Payroll Requirements
- Exhibit E.9: Excel Certified Payroll Worksheet (example)

9.5: Compliance Close Out Documents

Within sixty (60) business days of substantial completion, the Concessionaire, the General Contractor and the Professional Services Contractor are required to submit the following documents, along with final lien waivers.

- Exhibit E.10: Concession’s Sworn Statement – Affidavit of Concessionaire
- Exhibit E.11: Concession’s Sworn Statement – Affidavit of Prime Contractor for Professional Services
- Exhibit E.12: Concession’s Sworn Statement – Affidavit of Prime Contractor for Construction Services

End of STEP 9

STEP 10.0: Supplemental Exhibits

These Guidelines should be read in conjunction with the Design and Construction Standard Operating Procedures Concessions Projects Exhibits (C-SOP Exhibits) and referenced with the Concessionaire Design Guidelines. Please refer to links below:

Concession Projects (C-SOP Exhibits)
ORD Concessionaire Design Guidelines
MDW Concessionaire Design Guidelines

End of STEP 10